

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

| Provider Number | Nursing Home Name           | Street              |
|-----------------|-----------------------------|---------------------|
| 445013          | NHC HEALTHCARE, CHATTANOOGA | 2700 PARKWOOD AVE   |
| 445017          | ASBURY PLACE AT MARYVILLE   | 2648 SEVIERVILLE RD |
| 445017          | ASBURY PLACE AT MARYVILLE   | 2648 SEVIERVILLE RD |
| 445017          | ASBURY PLACE AT MARYVILLE   | 2648 SEVIERVILLE RD |
| 445017          | ASBURY PLACE AT MARYVILLE   | 2648 SEVIERVILLE RD |
| 445017          | ASBURY PLACE AT MARYVILLE   | 2648 SEVIERVILLE RD |
| 445017          | ASBURY PLACE AT MARYVILLE   | 2648 SEVIERVILLE RD |
| 445017          | ASBURY PLACE AT MARYVILLE   | 2648 SEVIERVILLE RD |
| 445017          | ASBURY PLACE AT MARYVILLE   | 2648 SEVIERVILLE RD |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

| City        | State | Zip Code | Phone          |
|-------------|-------|----------|----------------|
| CHATTANOOGA | TN    | 37404    | (423) 624-1533 |
| MARYVILLE   | TN    | 37804    | (865) 984-1660 |
| MARYVILLE   | TN    | 37804    | (865) 984-1660 |
| MARYVILLE   | TN    | 37804    | (865) 984-1660 |
| MARYVILLE   | TN    | 37804    | (865) 984-1660 |
| MARYVILLE   | TN    | 37804    | (865) 984-1660 |
| MARYVILLE   | TN    | 37804    | (865) 984-1660 |
| MARYVILLE   | TN    | 37804    | (865) 984-1660 |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

| Survey Date | Date of Correction |
|-------------|--------------------|
| 01/30/2009  | 02/28/2009         |
| 04/23/2008  | 05/21/2008         |
| 05/12/2008  | 06/02/2008         |
| 05/12/2008  | 06/02/2008         |
| 05/12/2008  | 06/02/2008         |
| 03/20/2009  | 04/10/2009         |
| 03/20/2009  | 04/10/2009         |
| 03/20/2009  | 04/10/2009         |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

| Deficiency Type | Deficiency Category              |
|-----------------|----------------------------------|
| Health          | Quality Care Deficiencies        |
| Health          | Administration Deficiencies      |
| Health          | Administration Deficiencies      |
| Health          | Quality Care Deficiencies        |
| Health          | Pharmacy Service Deficiencies    |
| Health          | Mistreatment Deficiencies        |
| Health          | Resident Assessment Deficiencies |
| Health          | Resident Assessment Deficiencies |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

| Deficiency                                                                                                                  | Scope    | Level of Harm                             |
|-----------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Give professional services that meet a professional standard of quality.                                                    | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records.                                                                              | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records.                                                                              | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality.                                                    | Isolated | Minimal harm or potential for actual harm |
| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly. | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.           | Isolated | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations.                     | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan                                                                                                | Isolated | Minimal harm or potential for actual      |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

445017

ASBURY PLACE AT MARYVILLE

2648 SEVIERVILLE RD

445017

ASBURY PLACE AT MARYVILLE

2648 SEVIERVILLE RD

445017

ASBURY PLACE AT MARYVILLE

2648 SEVIERVILLE RD

445024

NHC HEALTHCARE, JOHNSON CITY

3209 BRISTOL HWY

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|           |    |       |                |
|-----------|----|-------|----------------|
| MARYVILLE | TN | 37804 | (865) 984-1660 |
|-----------|----|-------|----------------|

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|-----------|----|-------|----------------|
| MARYVILLE | TN | 37804 | (865) 984-1660 |
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|-----------|----|-------|----------------|
| MARYVILLE | TN | 37804 | (865) 984-1660 |
|-----------|----|-------|----------------|

|              |    |       |                |
|--------------|----|-------|----------------|
| JOHNSON CITY | TN | 37601 | (423) 282-3311 |
|--------------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

05/26/2009

06/22/2009

05/26/2009

06/22/2009

08/07/2009

09/01/2009

01/31/2008

03/14/2008



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                                                                            |          |                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| that meets all of a resident's needs, with timetables and actions that can be measured.                                                                                                                                                                    |          | harm                                      |
| Make sure that the nursing home area is free of dangers that cause accidents.                                                                                                                                                                              | Isolated | Minimal harm or potential for actual harm |
| Make sure that a working call system is available in each resident's room or bathroom and bathing area.                                                                                                                                                    | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                            |                         |
|--------|--------------------------------------------|-------------------------|
| 445024 | NHC HEALTHCARE, JOHNSON CITY               | 3209 BRISTOL HWY        |
| 445047 | IMPERIAL GARDENS HEALTH AND REHABILITATION | 306 W DUE WEST AVE      |
| 445047 | IMPERIAL GARDENS HEALTH AND REHABILITATION | 306 W DUE WEST AVE      |
| 445047 | IMPERIAL GARDENS HEALTH AND REHABILITATION | 306 W DUE WEST AVE      |
| 445071 | CLAIBORNE COUNTY NURSING HOME              | 1850 OLD KNOXVILLE ROAD |
| 445071 | CLAIBORNE COUNTY NURSING HOME              | 1850 OLD KNOXVILLE ROAD |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|              |    |       |                |
|--------------|----|-------|----------------|
| JOHNSON CITY | TN | 37601 | (423) 282-3311 |
|--------------|----|-------|----------------|

|         |    |       |                |
|---------|----|-------|----------------|
| MADISON | TN | 37115 | (615) 865-5001 |
|---------|----|-------|----------------|

|         |    |       |                |
|---------|----|-------|----------------|
| MADISON | TN | 37115 | (615) 865-5001 |
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| MADISON | TN | 37115 | (615) 865-5001 |
|---------|----|-------|----------------|

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| TAZEWELL | TN | 37879 | (423) 626-4211 |
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| TAZEWELL | TN | 37879 | (423) 626-4211 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

01/31/2008

03/14/2008

05/21/2008

07/05/2008

10/08/2009

10/21/2009

10/08/2009

10/21/2009

04/02/2008

04/30/2008

04/02/2008

05/15/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                                                                            |            |                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-------------------------------------------------|
| Give each resident care and services to get or keep the highest quality of life possible.                                                                                                                                                                  | Isolated   | Minimal harm or potential for actual harm       |
| Properly mark drugs and other similar products.                                                                                                                                                                                                            | Isolated   | Minimal harm or potential for actual harm       |
| Properly mark drugs and other similar products.                                                                                                                                                                                                            | Widespread | Minimal harm or potential for actual harm       |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated   | Minimal harm or potential for actual harm       |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated   | Minimal harm or potential for actual harm       |
| Keep each resident free from physical restraints, unless needed for medical treatment.                                                                                                                                                                     | Isolated   | Immediate jeopardy to resident health or safety |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                               |                         |
|--------|-------------------------------|-------------------------|
| 445071 | CLAIBORNE COUNTY NURSING HOME | 1850 OLD KNOXVILLE ROAD |
| 445071 | CLAIBORNE COUNTY NURSING HOME | 1850 OLD KNOXVILLE ROAD |
| 445071 | CLAIBORNE COUNTY NURSING HOME | 1850 OLD KNOXVILLE ROAD |
| 445071 | CLAIBORNE COUNTY NURSING HOME | 1850 OLD KNOXVILLE ROAD |
| 445071 | CLAIBORNE COUNTY NURSING HOME | 1850 OLD KNOXVILLE ROAD |
| 445071 | CLAIBORNE COUNTY NURSING HOME | 1850 OLD KNOXVILLE ROAD |
| 445071 | CLAIBORNE COUNTY NURSING HOME | 1850 OLD KNOXVILLE ROAD |
| 445071 | CLAIBORNE COUNTY NURSING HOME | 1850 OLD KNOXVILLE ROAD |



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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|----------|----|-------|----------------|
| TAZEWELL | TN | 37879 | (423) 626-4211 |
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|----------|----|-------|----------------|
| TAZEWELL | TN | 37879 | (423) 626-4211 |
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| TAZEWELL | TN | 37879 | (423) 626-4211 |
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| TAZEWELL | TN | 37879 | (423) 626-4211 |
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| TAZEWELL | TN | 37879 | (423) 626-4211 |
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| TAZEWELL | TN | 37879 | (423) 626-4211 |
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|----------|----|-------|----------------|
| TAZEWELL | TN | 37879 | (423) 626-4211 |
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|----------|----|-------|----------------|
| TAZEWELL | TN | 37879 | (423) 626-4211 |
|----------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

04/02/2008

04/30/2008

04/02/2008

05/15/2008

04/02/2008

05/15/2008

04/02/2008

05/15/2008

12/22/2009

01/15/2010

01/22/2010

02/11/2010

01/22/2010

02/05/2010

07/06/2010

08/13/2010

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                   |          |                                                 |
|-------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------|
| Make a complete assessment that covers all questions for areas that are listed in official regulations.           | Isolated | Minimal harm or potential for actual harm       |
| Give professional services that meet a professional standard of quality.                                          | Isolated | Minimal harm or potential for actual harm       |
| Make sure that the nursing home area is free of dangers that cause accidents.                                     | Isolated | Immediate jeopardy to resident health or safety |
| Be administered in a way that leads to the highest possible level of well being for each resident.                | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.  | Isolated | Minimal harm or potential for actual harm       |
| Give professional services that meet a professional standard of quality.                                          | Isolated | Minimal harm or potential for actual harm       |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm       |
| Make sure all assessments are accurate, coordinated by an RN,                                                     | Isolated | Minimal harm or potential for actual harm       |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                               |                          |
|--------|-------------------------------|--------------------------|
| 445071 | CLAIBORNE COUNTY NURSING HOME | 1850 OLD KNOXVILLE ROAD  |
| 445075 | MADISON HEALTHCARE            | 431 LARKIN SPRING RD     |
| 445075 | MADISON HEALTHCARE            | 431 LARKIN SPRING RD     |
| 445077 | UNICOI CO NURSING HOME        | 100 GREENWAY CIRCLE      |
| 445094 | NHC HEALTHCARE, LEWISBURG     | 1653 MOORESVILLE HIGHWAY |
| 445094 | NHC HEALTHCARE, LEWISBURG     | 1653 MOORESVILLE HIGHWAY |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|          |    |       |                |
|----------|----|-------|----------------|
| TAZEWELL | TN | 37879 | (423) 626-4211 |
|----------|----|-------|----------------|

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|---------|----|-------|----------------|
| MADISON | TN | 37115 | (615) 865-8520 |
|---------|----|-------|----------------|

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|---------|----|-------|----------------|
| MADISON | TN | 37115 | (615) 865-8520 |
|---------|----|-------|----------------|

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|-------|----|-------|----------------|
| ERWIN | TN | 37650 | (423) 743-3141 |
|-------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| LEWISBURG | TN | 37091 | (931) 359-4506 |
|-----------|----|-------|----------------|

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|-----------|----|-------|----------------|
| LEWISBURG | TN | 37091 | (931) 359-4506 |
|-----------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

07/06/2010

08/13/2010

03/10/2009

04/02/2009

03/10/2009

04/02/2009

07/22/2010

08/16/2010

01/09/2009

02/11/2009

08/13/2009

08/19/2009

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Fire Safety

Smoking Regulations Deficiencies



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

done by the right professional,  
and are signed by the person  
completing them.

Protect each resident from all  
abuse, physical punishment, and  
being separated from others.

Isolated

Minimal harm or potential for actual  
harm

Properly care for residents  
needing special services,  
including: injections, colostomy,  
ureostomy, ileostomy,  
tracheostomy care, tracheal  
suctioning, respiratory care, foot  
care, and prostheses.

Isolated

Actual harm

Keep accurate and appropriate  
medical records.

Pattern

Minimal harm or potential for actual  
harm

Make sure that the nursing home  
area is free of dangers that cause  
accidents.

Isolated

Minimal harm or potential for actual  
harm

Give professional services that  
follow each resident's written care  
plan.

Isolated

Minimal harm or potential for actual  
harm

posted "No-smoking" signs in  
areas where smoking is not  
permitted or did not provide  
ashtrays where smoking was  
allowed.

Isolated

Minimal harm or potential for actual  
harm

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                |                       |
|--------|--------------------------------|-----------------------|
| 445098 | NHC HEALTHCARE, KNOXVILLE      | 809 EAST EMERALD AVE  |
| 445098 | NHC HEALTHCARE, KNOXVILLE      | 809 EAST EMERALD AVE  |
| 445098 | NHC HEALTHCARE, KNOXVILLE      | 809 EAST EMERALD AVE  |
| 445105 | SHANNONDALE HEALTH CARE CENTER | 7424 MIDDLEBROOK PIKE |
| 445105 | SHANNONDALE HEALTH CARE CENTER | 7424 MIDDLEBROOK PIKE |
| 445105 | SHANNONDALE HEALTH CARE CENTER | 7424 MIDDLEBROOK PIKE |
| 445105 | SHANNONDALE HEALTH CARE CENTER | 7424 MIDDLEBROOK PIKE |
| 445105 | SHANNONDALE HEALTH CARE CENTER | 7424 MIDDLEBROOK PIKE |
| 445105 | SHANNONDALE HEALTH CARE CENTER | 7424 MIDDLEBROOK PIKE |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37917 | (865) 524-7366 |
|-----------|----|-------|----------------|

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|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37917 | (865) 524-7366 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37917 | (865) 524-7366 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37909 | (865) 690-3411 |
|-----------|----|-------|----------------|

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|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37909 | (865) 690-3411 |
|-----------|----|-------|----------------|

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|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37909 | (865) 690-3411 |
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| KNOXVILLE | TN | 37909 | (865) 690-3411 |
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|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37909 | (865) 690-3411 |
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|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37909 | (865) 690-3411 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

02/09/2009

03/01/2009

02/09/2009

03/01/2009

12/10/2009

12/20/2009

01/25/2008

02/02/2008

05/09/2008

06/15/2008

11/14/2008

12/15/2008

08/18/2010

09/30/2010

08/18/2010

09/30/2010

08/18/2010

09/30/2010

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                      |          |                                           |
|----------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Give professional services that meet a professional standard of quality.                                             | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records.                                                                       | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents.                                        | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents.                                        | Isolated | Actual harm                               |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.    | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents.                                        | Isolated | Actual harm                               |
| Make sure that the attending doctor orders special diets.                                                            | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the                                                              | Isolated | Minimal harm or potential for actual harm |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                            | PIKE              |
|--------|----------------------------|-------------------|
| 445107 | NHC HEALTHCARE, FT SANDERS | 2120 HIGHLAND AVE |
| 445107 | NHC HEALTHCARE, FT SANDERS | 2120 HIGHLAND AVE |
| 445107 | NHC HEALTHCARE, FT SANDERS | 2120 HIGHLAND AVE |
| 445107 | NHC HEALTHCARE, FT SANDERS | 2120 HIGHLAND AVE |
| 445107 | NHC HEALTHCARE, FT SANDERS | 2120 HIGHLAND AVE |
| 445107 | NHC HEALTHCARE, FT SANDERS | 2120 HIGHLAND AVE |
| 445107 | NHC HEALTHCARE, FT SANDERS | 2120 HIGHLAND AVE |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37916 | (865) 525-4131 |
|-----------|----|-------|----------------|

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|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37916 | (865) 525-4131 |
|-----------|----|-------|----------------|

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|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37916 | (865) 525-4131 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37916 | (865) 525-4131 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37916 | (865) 525-4131 |
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|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37916 | (865) 525-4131 |
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|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37916 | (865) 525-4131 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

09/22/2008

10/01/2008

03/05/2009

03/05/2009

03/19/2009

03/19/2009

08/18/2010

08/26/2010

08/18/2010

08/23/2010

08/18/2010

08/26/2010

08/18/2010

08/19/2010

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                                                                            |          |                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| services to get or keep the highest quality of life possible.                                                                                                                                                                                              |          | harm                                      |
| Give each resident care and services to get or keep the highest quality of life possible.                                                                                                                                                                  | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents.                                                                                                                                                                              | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality.                                                                                                                                                                                   | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents.                                                                                                                                                                              | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident's nutritional needs were met.                                                                                                                                                                                                 | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records.                                                                                                                                                                                                             | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                       |                            |
|--------|---------------------------------------|----------------------------|
| 445107 | NHC HEALTHCARE, FT SANDERS            | 2120 HIGHLAND AVE          |
| 445111 | HEALTH CENTER AT STANDIFER PLACE, THE | 2626 WALKER RD             |
| 445111 | HEALTH CENTER AT STANDIFER PLACE, THE | 2626 WALKER RD             |
| 445111 | HEALTH CENTER AT STANDIFER PLACE, THE | 2626 WALKER RD             |
| 445114 | BRAKEBILL NURSING HOME INC.           | 5837 LYONS VIEW PIKE       |
| 445116 | NHC HEALTHCARE, SMITHVILLE            | 825 FISHER AVE P O BOX 549 |
| 445116 | NHC HEALTHCARE, SMITHVILLE            | 825 FISHER AVE P O BOX 549 |
| 445123 | ALEXIAN VILLAGE OF TENNESSEE          | 671 ALEXIAN WAY            |
| 445124 | GOLDEN LIVINGCENTER - BRANDYWOOD      | 555 E BLEDSOE              |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                    |    |       |                |
|--------------------|----|-------|----------------|
| KNOXVILLE          | TN | 37916 | (865) 525-4131 |
| CHATTANOOGA        | TN | 37421 | (423) 490-1599 |
| CHATTANOOGA        | TN | 37421 | (423) 490-1599 |
| CHATTANOOGA        | TN | 37421 | (423) 490-1599 |
| KNOXVILLE          | TN | 37919 | (865) 584-3902 |
| SMITHVILLE         | TN | 37166 | (615) 597-4284 |
| SMITHVILLE         | TN | 37166 | (615) 597-4284 |
| SIGNAL<br>MOUNTAIN | TN | 37377 | (423) 886-0338 |
| GALLATIN           | TN | 37066 | (615) 452-7132 |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

08/18/2010

08/26/2010

10/16/2008

11/30/2008

07/30/2009

08/31/2009

07/30/2009

09/07/2009

04/23/2010

05/03/2010

11/19/2009

11/20/2009

03/01/2011

03/31/2011

12/02/2010

12/16/2010

03/03/2008

04/02/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                  |
|--------|----------------------------------|
| Health | Resident Assessment Deficiencies |
|--------|----------------------------------|

|        |                             |
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| Health | Administration Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Administration Deficiencies |
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| Fire Safety | Miscellaneous Deficiencies |
|-------------|----------------------------|

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| Health | Environmental Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Quality Care Deficiencies |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                          |            |                                           |
|--------------------------------------------------------------------------------------------------------------------------|------------|-------------------------------------------|
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.     | Isolated   | Minimal harm or potential for actual harm |
| Give or get lab tests to meet the needs of residents.                                                                    | Isolated   | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.        | Isolated   | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated   | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records.                                                                           | Isolated   | Minimal harm or potential for actual harm |
| fire safety features required by current fire safety codes.                                                              | Widespread | Potential for minimal harm                |
| Keep safe, clean and homelike surroundings.                                                                              | Isolated   | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.        | Isolated   | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of                                                          | Isolated   | Minimal harm or potential for actual harm |



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                               |                        |
|--------|-----------------------------------------------|------------------------|
| 445125 | AMERICARE HEALTH AND REHABILITATION<br>CENTER | 3391 OLD GETWELL<br>RD |
|--------|-----------------------------------------------|------------------------|

|        |                                               |                        |
|--------|-----------------------------------------------|------------------------|
| 445125 | AMERICARE HEALTH AND REHABILITATION<br>CENTER | 3391 OLD GETWELL<br>RD |
|--------|-----------------------------------------------|------------------------|

|        |                                               |                        |
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| 445125 | AMERICARE HEALTH AND REHABILITATION<br>CENTER | 3391 OLD GETWELL<br>RD |
|--------|-----------------------------------------------|------------------------|

|        |                                     |                  |
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| 445125 | AMERICARE HEALTH AND REHABILITATION | 3391 OLD GETWELL |
|--------|-------------------------------------|------------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|         |    |       |                |
|---------|----|-------|----------------|
| MEMPHIS | TN | 38118 | (901) 369-9100 |
|---------|----|-------|----------------|

|         |    |       |                |
|---------|----|-------|----------------|
| MEMPHIS | TN | 38118 | (901) 369-9100 |
|---------|----|-------|----------------|

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|---------|----|-------|----------------|
| MEMPHIS | TN | 38118 | (901) 369-9100 |
|---------|----|-------|----------------|

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|---------|----|-------|----------------|
| MEMPHIS | TN | 38118 | (901) 369-9100 |
|---------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

05/01/2008

05/15/2008

10/08/2008

10/23/2008

02/25/2011

03/18/2011

02/25/2011

03/18/2011

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Administration Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                                                                            |          |                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| meet a professional standard of quality.                                                                                                                                                                                                                   |          | harm                                      |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.                                                            | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.         | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate                                                                                                                                                                                                                              | Isolated | Minimal harm or potential for actual      |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                                         |                              |
|--------|---------------------------------------------------------|------------------------------|
| 445125 | CENTER<br>AMERICARE HEALTH AND REHABILITATION<br>CENTER | RD<br>3391 OLD GETWELL<br>RD |
| 445128 | NHC HEALTHCARE, OAK RIDGE                               | 300 LABORATORY RD            |
| 445131 | HILLCREST HEALTHCARE-NORTH                              | 5321 BEVERLY PARK<br>CIRCLE  |
| 445131 | HILLCREST HEALTHCARE-NORTH                              | 5321 BEVERLY PARK<br>CIRCLE  |
| 445131 | HILLCREST HEALTHCARE-NORTH                              | 5321 BEVERLY PARK<br>CIRCLE  |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|         |    |       |                |
|---------|----|-------|----------------|
| MEMPHIS | TN | 38118 | (901) 369-9100 |
|---------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| OAK RIDGE | TN | 37831 | (865) 482-7698 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37918 | (865) 687-1321 |
|-----------|----|-------|----------------|

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| KNOXVILLE | TN | 37918 | (865) 687-1321 |
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|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37918 | (865) 687-1321 |
|-----------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

02/25/2011

03/18/2011

08/08/2008

08/14/2008

01/16/2008

01/25/2008

01/16/2008

01/25/2008

01/16/2008

01/25/2008



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                                                                            |          |                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| medical records.                                                                                                                                                                                                                                           |          | harm                                      |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality.                                                                                                                                                                                   | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.         | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible.                                                                                                                                                                  | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents.                                                                                                                                                                              | Isolated | Actual harm                               |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                            |                          |
|--------|----------------------------|--------------------------|
| 445131 | HILLCREST HEALTHCARE-NORTH | 5321 BEVERLY PARK CIRCLE |
| 445131 | HILLCREST HEALTHCARE-NORTH | 5321 BEVERLY PARK CIRCLE |
| 445131 | HILLCREST HEALTHCARE-NORTH | 5321 BEVERLY PARK CIRCLE |
| 445131 | HILLCREST HEALTHCARE-NORTH | 5321 BEVERLY PARK CIRCLE |
| 445131 | HILLCREST HEALTHCARE-NORTH | 5321 BEVERLY PARK CIRCLE |
| 445131 | HILLCREST HEALTHCARE-NORTH | 5321 BEVERLY PARK CIRCLE |
| 445131 | HILLCREST HEALTHCARE-NORTH | 5321 BEVERLY PARK CIRCLE |
| 445131 | HILLCREST HEALTHCARE-NORTH | 5321 BEVERLY PARK CIRCLE |
| 445131 | HILLCREST HEALTHCARE-NORTH | 5321 BEVERLY PARK CIRCLE |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37918 | (865) 687-1321 |
| KNOXVILLE | TN | 37918 | (865) 687-1321 |
| KNOXVILLE | TN | 37918 | (865) 687-1321 |
| KNOXVILLE | TN | 37918 | (865) 687-1321 |
| KNOXVILLE | TN | 37918 | (865) 687-1321 |
| KNOXVILLE | TN | 37918 | (865) 687-1321 |
| KNOXVILLE | TN | 37918 | (865) 687-1321 |
| KNOXVILLE | TN | 37918 | (865) 687-1321 |
| KNOXVILLE | TN | 37918 | (865) 687-1321 |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

02/21/2008

09/27/2007

02/21/2008

02/21/2008

02/21/2008

02/21/2008

02/21/2008

03/12/2008

02/21/2008

02/21/2008

02/21/2008

03/12/2008

02/21/2008

02/21/2008

02/21/2008

02/21/2008

08/15/2008

08/22/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                           |
|--------|---------------------------|
| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Pharmacy Service Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Administration Deficiencies |
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| Health | Resident Assessment Deficiencies |
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| Health | Administration Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                         |          |                                                 |
|---------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------|
| Give each resident care and services to get or keep the highest quality of life possible.               | Isolated | Immediate jeopardy to resident health or safety |
| Give professional services that meet a professional standard of quality.                                | Isolated | Immediate jeopardy to resident health or safety |
| At least once a month, have a licensed pharmacist check the drugs that each resident takes.             | Isolated | Immediate jeopardy to resident health or safety |
| Have a program to keep infection from spreading.                                                        | Isolated | Minimal harm or potential for actual harm       |
| Give or get lab tests to meet the needs of residents.                                                   | Isolated | Immediate jeopardy to resident health or safety |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm       |
| Set up or keep a group of people to review and ensure quality.                                          | Isolated | Immediate jeopardy to resident health or safety |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.         | Isolated | Actual harm                                     |
| Give professional services that meet a professional standard of quality.                                | Pattern  | Minimal harm or potential for actual harm       |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                            |                             |
|--------|----------------------------|-----------------------------|
| 445131 | HILLCREST HEALTHCARE-NORTH | 5321 BEVERLY PARK<br>CIRCLE |
| 445131 | HILLCREST HEALTHCARE-NORTH | 5321 BEVERLY PARK<br>CIRCLE |
| 445131 | HILLCREST HEALTHCARE-NORTH | 5321 BEVERLY PARK<br>CIRCLE |
| 445131 | HILLCREST HEALTHCARE-NORTH | 5321 BEVERLY PARK<br>CIRCLE |
| 445131 | HILLCREST HEALTHCARE-NORTH | 5321 BEVERLY PARK<br>CIRCLE |
| 445131 | HILLCREST HEALTHCARE-NORTH | 5321 BEVERLY PARK<br>CIRCLE |
| 445131 | HILLCREST HEALTHCARE-NORTH | 5321 BEVERLY PARK<br>CIRCLE |



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37918 | (865) 687-1321 |
|-----------|----|-------|----------------|

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|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37918 | (865) 687-1321 |
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| KNOXVILLE | TN | 37918 | (865) 687-1321 |
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| KNOXVILLE | TN | 37918 | (865) 687-1321 |
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|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37918 | (865) 687-1321 |
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|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37918 | (865) 687-1321 |
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|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37918 | (865) 687-1321 |
|-----------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

09/18/2008

10/04/2008

10/14/2008

11/02/2008

11/14/2008

12/08/2008

02/10/2009

02/20/2009

02/10/2009

02/20/2009

02/10/2009

02/20/2009

02/10/2009

02/20/2009

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                                                                            |          |                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.                                                                                                                                          | Isolated | Minimal harm or potential for actual harm |
| Give or get special rehabilitation if in the patient's plan of care.                                                                                                                                                                                       | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality.                                                                                                                                                                                   | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality.                                                                                                                                                                                   | Isolated | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life.                                                                                                                                   | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure)                                                                                                                                                                                              | Isolated | Minimal harm or potential for actual harm |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                            |                          |
|--------|----------------------------|--------------------------|
| 445131 | HILLCREST HEALTHCARE-NORTH | 5321 BEVERLY PARK CIRCLE |
| 445131 | HILLCREST HEALTHCARE-NORTH | 5321 BEVERLY PARK CIRCLE |
| 445131 | HILLCREST HEALTHCARE-NORTH | 5321 BEVERLY PARK CIRCLE |
| 445131 | HILLCREST HEALTHCARE-NORTH | 5321 BEVERLY PARK CIRCLE |
| 445131 | HILLCREST HEALTHCARE-NORTH | 5321 BEVERLY PARK CIRCLE |
| 445131 | HILLCREST HEALTHCARE-NORTH | 5321 BEVERLY PARK CIRCLE |
| 445132 | SEVIER CO HEALTH CARE CTR  | 415 CATLETT RD           |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37918 | (865) 687-1321 |
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| KNOXVILLE | TN | 37918 | (865) 687-1321 |
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| KNOXVILLE | TN | 37918 | (865) 687-1321 |
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| KNOXVILLE | TN | 37918 | (865) 687-1321 |
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|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37918 | (865) 687-1321 |
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|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37918 | (865) 687-1321 |
|-----------|----|-------|----------------|

|             |    |       |                |
|-------------|----|-------|----------------|
| SEVIERVILLE | TN | 37862 | (865) 453-4747 |
|-------------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

09/03/2009

09/18/2009

09/03/2009

09/18/2009

06/11/2010

06/17/2010

09/24/2010

10/06/2010

09/24/2010

10/07/2010

12/20/2010

01/11/2011

05/19/2008

05/19/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                                                                    |          |                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| sores or heal existing bed sores.                                                                                                                                                                                                                  |          |                                           |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.                                                                                                                                                    | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records.                                                                                                                                                                                                     | Isolated | Minimal harm or potential for actual harm |
| Give or get special rehabilitation if in the patient's plan of care.                                                                                                                                                                               | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.                                                                                                                                   | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.                                                                                                                                  | Isolated | Minimal harm or potential for actual harm |
| Be designed, built, equipped, or well kept to protect the health and                                                                                                                                                                               | Isolated | Minimal harm or potential for actual harm |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                     |                      |
|--------|-------------------------------------|----------------------|
| 445132 | SEVIER CO HEALTH CARE CTR           | 415 CATLETT RD       |
| 445135 | GOLDEN LIVINGCENTER - WINDWOOD      | 220 LONGMIRE RD      |
| 445137 | GOLDEN LIVINGCENTER - SPRINGFIELD   | 104 WATSON ROAD      |
| 445141 | BRADLEY HEALTH CARE & REHAB         | 2910 PEERLESS RD     |
| 445141 | BRADLEY HEALTH CARE & REHAB         | 2910 PEERLESS RD     |
| 445143 | BRIDGE AT ROCKWOOD, THE             | 5580 ROANE STATE HWY |
| 445143 | BRIDGE AT ROCKWOOD, THE             | 5580 ROANE STATE HWY |
| 445145 | GOLDEN LIVINGCENTER - MOUNTAIN VIEW | 1360 BYPASS ROAD     |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|             |    |       |                |
|-------------|----|-------|----------------|
| SEVIERVILLE | TN | 37862 | (865) 453-4747 |
|-------------|----|-------|----------------|

|         |    |       |                |
|---------|----|-------|----------------|
| CLINTON | TN | 37716 | (865) 457-6925 |
|---------|----|-------|----------------|

|             |    |       |                |
|-------------|----|-------|----------------|
| SPRINGFIELD | TN | 37172 | (615) 384-9565 |
|-------------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| CLEVELAND | TN | 37312 | (423) 472-7116 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| CLEVELAND | TN | 37312 | (423) 472-7116 |
|-----------|----|-------|----------------|

|          |    |       |                |
|----------|----|-------|----------------|
| ROCKWOOD | TN | 37854 | (865) 354-3366 |
|----------|----|-------|----------------|

|          |    |       |                |
|----------|----|-------|----------------|
| ROCKWOOD | TN | 37854 | (865) 354-3366 |
|----------|----|-------|----------------|

|            |    |       |                |
|------------|----|-------|----------------|
| WINCHESTER | TN | 37398 | (931) 967-7082 |
|------------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

08/31/2010

09/17/2010

02/01/2011

02/18/2011

03/26/2009

04/21/2009

11/19/2008

11/25/2008

08/20/2009

09/08/2009

01/30/2008

02/15/2008

11/24/2009

12/24/2009

02/06/2008

03/25/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

safety of residents, workers, and the public.

|                                                                          |          |                                           |
|--------------------------------------------------------------------------|----------|-------------------------------------------|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
|--------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                               |          |                                           |
|-------------------------------------------------------------------------------|----------|-------------------------------------------|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
|-------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                        |          |                                           |
|------------------------------------------------------------------------|----------|-------------------------------------------|
| Let the resident or the resident's representative look at all records. | Isolated | Minimal harm or potential for actual harm |
|------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                               |          |                                           |
|-------------------------------------------------------------------------------|----------|-------------------------------------------|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
|-------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                          |          |                                           |
|--------------------------------------------------------------------------|----------|-------------------------------------------|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
|--------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                               |          |                                           |
|-------------------------------------------------------------------------------|----------|-------------------------------------------|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
|-------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                               |          |                                           |
|-------------------------------------------------------------------------------|----------|-------------------------------------------|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
|-------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                                                  |         |                                           |
|--------------------------------------------------------------------------------------------------|---------|-------------------------------------------|
| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Pattern | Minimal harm or potential for actual harm |
|--------------------------------------------------------------------------------------------------|---------|-------------------------------------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                     |                  |
|--------|-------------------------------------|------------------|
| 445145 | GOLDEN LIVINGCENTER - MOUNTAIN VIEW | 1360 BYPASS ROAD |
|--------|-------------------------------------|------------------|

|        |                                     |                  |
|--------|-------------------------------------|------------------|
| 445145 | GOLDEN LIVINGCENTER - MOUNTAIN VIEW | 1360 BYPASS ROAD |
|--------|-------------------------------------|------------------|

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| 445145 | GOLDEN LIVINGCENTER - MOUNTAIN VIEW | 1360 BYPASS ROAD |
|--------|-------------------------------------|------------------|

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| 445145 | GOLDEN LIVINGCENTER - MOUNTAIN VIEW | 1360 BYPASS ROAD |
|--------|-------------------------------------|------------------|

|        |                                     |                  |
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| 445145 | GOLDEN LIVINGCENTER - MOUNTAIN VIEW | 1360 BYPASS ROAD |
|--------|-------------------------------------|------------------|

|        |                                                |                         |
|--------|------------------------------------------------|-------------------------|
| 445148 | DONELSON PLACE CARE & REHABILITATION<br>CENTER | 2733 MCCAMPBELL<br>ROAD |
|--------|------------------------------------------------|-------------------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|            |    |       |                |
|------------|----|-------|----------------|
| WINCHESTER | TN | 37398 | (931) 967-7082 |
|------------|----|-------|----------------|

|            |    |       |                |
|------------|----|-------|----------------|
| WINCHESTER | TN | 37398 | (931) 967-7082 |
|------------|----|-------|----------------|

|            |    |       |                |
|------------|----|-------|----------------|
| WINCHESTER | TN | 37398 | (931) 967-7082 |
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| WINCHESTER | TN | 37398 | (931) 967-7082 |
|------------|----|-------|----------------|

|            |    |       |                |
|------------|----|-------|----------------|
| WINCHESTER | TN | 37398 | (931) 967-7082 |
|------------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| NASHVILLE | TN | 37214 | (615) 885-0483 |
|-----------|----|-------|----------------|



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

05/21/2010

05/27/2010

11/03/2010

11/24/2010

11/03/2010

11/24/2010

11/03/2010

11/24/2010

11/03/2010

11/24/2010

04/10/2008

04/24/2008

# complaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

being.

|                                                                                                                              |          |                                           |
|------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
|------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                                                                                                                                                                                                            |          |                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                                                                      |         |                                           |
|----------------------------------------------------------------------------------------------------------------------|---------|-------------------------------------------|
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Pattern | Minimal harm or potential for actual harm |
|----------------------------------------------------------------------------------------------------------------------|---------|-------------------------------------------|

|                                                                          |          |                                           |
|--------------------------------------------------------------------------|----------|-------------------------------------------|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
|--------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                                                 |          |                                           |
|-------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
|-------------------------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                                                    |          |             |
|----------------------------------------------------------------------------------------------------|----------|-------------|
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a | Isolated | Actual harm |
|----------------------------------------------------------------------------------------------------|----------|-------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                                |                         |
|--------|------------------------------------------------|-------------------------|
| 445148 | DONELSON PLACE CARE & REHABILITATION<br>CENTER | 2733 MCCAMPBELL<br>ROAD |
|--------|------------------------------------------------|-------------------------|

|        |                                                |                         |
|--------|------------------------------------------------|-------------------------|
| 445148 | DONELSON PLACE CARE & REHABILITATION<br>CENTER | 2733 MCCAMPBELL<br>ROAD |
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|        |                                                |                         |
|--------|------------------------------------------------|-------------------------|
| 445148 | DONELSON PLACE CARE & REHABILITATION<br>CENTER | 2733 MCCAMPBELL<br>ROAD |
|--------|------------------------------------------------|-------------------------|

|        |                                                |                         |
|--------|------------------------------------------------|-------------------------|
| 445148 | DONELSON PLACE CARE & REHABILITATION<br>CENTER | 2733 MCCAMPBELL<br>ROAD |
|--------|------------------------------------------------|-------------------------|

|        |                                                |                         |
|--------|------------------------------------------------|-------------------------|
| 445148 | DONELSON PLACE CARE & REHABILITATION<br>CENTER | 2733 MCCAMPBELL<br>ROAD |
|--------|------------------------------------------------|-------------------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|           |    |       |                |
|-----------|----|-------|----------------|
| NASHVILLE | TN | 37214 | (615) 885-0483 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| NASHVILLE | TN | 37214 | (615) 885-0483 |
|-----------|----|-------|----------------|

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|-----------|----|-------|----------------|
| NASHVILLE | TN | 37214 | (615) 885-0483 |
|-----------|----|-------|----------------|

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|-----------|----|-------|----------------|
| NASHVILLE | TN | 37214 | (615) 885-0483 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| NASHVILLE | TN | 37214 | (615) 885-0483 |
|-----------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

04/10/2008

04/24/2008

04/10/2008

04/24/2008

04/10/2008

04/24/2008

04/10/2008

04/24/2008

04/10/2008

04/24/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.

Pattern

Minimal harm or potential for actual harm

1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.

Pattern

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Pattern

Actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Pattern

Actual harm

Make sure that the nursing home area is free of dangers that cause

Widespread

Minimal harm or potential for actual harm



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                             |                               |
|--------|---------------------------------------------|-------------------------------|
| 445148 | DONELSON PLACE CARE & REHABILITATION CENTER | 2733 MCCAMPBELL ROAD          |
| 445148 | DONELSON PLACE CARE & REHABILITATION CENTER | 2733 MCCAMPBELL ROAD          |
| 445148 | DONELSON PLACE CARE & REHABILITATION CENTER | 2733 MCCAMPBELL ROAD          |
| 445155 | MANOR HOUSE OF DOVER                        | 537 SPRING STREET, PO BOX 399 |
| 445155 | MANOR HOUSE OF DOVER                        | 537 SPRING STREET, PO BOX 399 |
| 445155 | MANOR HOUSE OF DOVER                        | 537 SPRING STREET, PO BOX 399 |
| 445156 | LAUREL MANOR HEALTH CARE                    | 902 BUCHANAN RD               |
| 445156 | LAUREL MANOR HEALTH CARE                    | 902 BUCHANAN RD               |
| 445156 | LAUREL MANOR HEALTH CARE                    | 902 BUCHANAN RD               |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|           |    |       |                |
|-----------|----|-------|----------------|
| NASHVILLE | TN | 37214 | (615) 885-0483 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| NASHVILLE | TN | 37214 | (615) 885-0483 |
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|           |    |       |                |
|-----------|----|-------|----------------|
| NASHVILLE | TN | 37214 | (615) 885-0483 |
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|       |    |       |                |
|-------|----|-------|----------------|
| DOVER | TN | 37058 | (931) 232-6902 |
|-------|----|-------|----------------|

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| DOVER | TN | 37058 | (931) 232-6902 |
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|       |    |       |                |
|-------|----|-------|----------------|
| DOVER | TN | 37058 | (931) 232-6902 |
|-------|----|-------|----------------|

|              |    |       |                |
|--------------|----|-------|----------------|
| NEW TAZEWELL | TN | 37825 | (423) 626-8215 |
|--------------|----|-------|----------------|

|              |    |       |                |
|--------------|----|-------|----------------|
| NEW TAZEWELL | TN | 37825 | (423) 626-8215 |
|--------------|----|-------|----------------|

|              |    |       |                |
|--------------|----|-------|----------------|
| NEW TAZEWELL | TN | 37825 | (423) 626-8215 |
|--------------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

04/10/2008

04/24/2008

04/10/2008

04/24/2008

08/05/2009

09/11/2009

04/25/2008

05/14/2008

04/25/2008

05/14/2008

04/29/2010

06/06/2010

05/20/2008

06/04/2008

05/20/2008

06/04/2008

05/20/2008

06/04/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

accidents.

|                                                                                |         |                                           |
|--------------------------------------------------------------------------------|---------|-------------------------------------------|
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Pattern | Minimal harm or potential for actual harm |
|--------------------------------------------------------------------------------|---------|-------------------------------------------|

|                                                                                                    |         |             |
|----------------------------------------------------------------------------------------------------|---------|-------------|
| Be administered in a way that leads to the highest possible level of well being for each resident. | Pattern | Actual harm |
|----------------------------------------------------------------------------------------------------|---------|-------------|

|                                                |          |                                           |
|------------------------------------------------|----------|-------------------------------------------|
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
|------------------------------------------------|----------|-------------------------------------------|

|                                                                                           |          |                                           |
|-------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
|-------------------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                                                 |          |                                           |
|-------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
|-------------------------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                  |          |                                           |
|--------------------------------------------------|----------|-------------------------------------------|
| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
|--------------------------------------------------|----------|-------------------------------------------|

|                                                                                                                      |          |                                           |
|----------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
|----------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                          |          |                                           |
|--------------------------------------------------------------------------|----------|-------------------------------------------|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
|--------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                |          |                                           |
|------------------------------------------------|----------|-------------------------------------------|
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
|------------------------------------------------|----------|-------------------------------------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                          |                 |
|--------|--------------------------|-----------------|
| 445156 | LAUREL MANOR HEALTH CARE | 902 BUCHANAN RD |
|--------|--------------------------|-----------------|

|        |                          |                 |
|--------|--------------------------|-----------------|
| 445156 | LAUREL MANOR HEALTH CARE | 902 BUCHANAN RD |
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| 445156 | LAUREL MANOR HEALTH CARE | 902 BUCHANAN RD |
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| 445156 | LAUREL MANOR HEALTH CARE | 902 BUCHANAN RD |
|--------|--------------------------|-----------------|

|        |                                |                   |
|--------|--------------------------------|-------------------|
| 445157 | CLAIBORNE AND HUGHES HLTH CNTR | 200 STRAHL STREET |
|--------|--------------------------------|-------------------|

|        |                                |                   |
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| 445157 | CLAIBORNE AND HUGHES HLTH CNTR | 200 STRAHL STREET |
|--------|--------------------------------|-------------------|

|        |                                |                   |
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| 445157 | CLAIBORNE AND HUGHES HLTH CNTR | 200 STRAHL STREET |
|--------|--------------------------------|-------------------|

|        |                                |                   |
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| 445157 | CLAIBORNE AND HUGHES HLTH CNTR | 200 STRAHL STREET |
|--------|--------------------------------|-------------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|              |    |       |                |
|--------------|----|-------|----------------|
| NEW TAZEWELL | TN | 37825 | (423) 626-8215 |
|--------------|----|-------|----------------|

|              |    |       |                |
|--------------|----|-------|----------------|
| NEW TAZEWELL | TN | 37825 | (423) 626-8215 |
|--------------|----|-------|----------------|

|              |    |       |                |
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| NEW TAZEWELL | TN | 37825 | (423) 626-8215 |
|--------------|----|-------|----------------|

|              |    |       |                |
|--------------|----|-------|----------------|
| NEW TAZEWELL | TN | 37825 | (423) 626-8215 |
|--------------|----|-------|----------------|

|          |    |       |                |
|----------|----|-------|----------------|
| FRANKLIN | TN | 37064 | (615) 791-1103 |
|----------|----|-------|----------------|

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| FRANKLIN | TN | 37064 | (615) 791-1103 |
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|----------|----|-------|----------------|
| FRANKLIN | TN | 37064 | (615) 791-1103 |
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|          |    |       |                |
|----------|----|-------|----------------|
| FRANKLIN | TN | 37064 | (615) 791-1103 |
|----------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

08/26/2008

09/05/2008

10/27/2010

11/19/2010

02/11/2011

03/15/2011

02/11/2011

03/15/2011

12/13/2010

01/13/2011

03/09/2011

04/08/2011

03/09/2011

04/08/2011

03/09/2011

04/08/2011



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Fire Safety

Corridor Walls and Doors Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Nutrition and Dietary Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

medical records.

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

harm

Minimal harm or potential for actual harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Minimal harm or potential for actual harm

Make sure that residents are safe from serious medication errors.

Isolated

Minimal harm or potential for actual harm

Keep accurate and appropriate medical records.

Isolated

Minimal harm or potential for actual harm

corridor and hallway doors that block smoke.

Widespread

Minimal harm or potential for actual harm

Provide services to meet the needs and preferences of each resident.

Isolated

Minimal harm or potential for actual harm

Provide social services for related medical problems to help each resident achieve the highest possible quality of life.

Isolated

Minimal harm or potential for actual harm

Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.

Isolated

Minimal harm or potential for actual harm

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                |                        |
|--------|--------------------------------|------------------------|
| 445160 | MAYFIELD REHABILITATION CENTER | 200 MAYFIELD DRIVE     |
| 445162 | ASBURY PLACE AT JOHNSON CITY   | 105 WEST MYTRLE AVENUE |
| 445162 | ASBURY PLACE AT JOHNSON CITY   | 105 WEST MYTRLE AVENUE |
| 445162 | ASBURY PLACE AT JOHNSON CITY   | 105 WEST MYTRLE AVENUE |
| 445162 | ASBURY PLACE AT JOHNSON CITY   | 105 WEST MYTRLE AVENUE |
| 445162 | ASBURY PLACE AT JOHNSON CITY   | 105 WEST MYTRLE AVENUE |
| 445162 | ASBURY PLACE AT JOHNSON CITY   | 105 WEST MYTRLE AVENUE |
| 445167 | LIFE CARE CENTER OF CROSSVILLE | 80 JUSTICE ST          |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |    |       |                |
|--------|----|-------|----------------|
| SMYRNA | TN | 37167 | (615) 355-0350 |
|--------|----|-------|----------------|

|              |    |       |                |
|--------------|----|-------|----------------|
| JOHNSON CITY | TN | 37604 | (423) 975-2000 |
|--------------|----|-------|----------------|

|              |    |       |                |
|--------------|----|-------|----------------|
| JOHNSON CITY | TN | 37604 | (423) 975-2000 |
|--------------|----|-------|----------------|

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| JOHNSON CITY | TN | 37604 | (423) 975-2000 |
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| JOHNSON CITY | TN | 37604 | (423) 975-2000 |
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| JOHNSON CITY | TN | 37604 | (423) 975-2000 |
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| JOHNSON CITY | TN | 37604 | (423) 975-2000 |
|--------------|----|-------|----------------|

|            |    |       |                |
|------------|----|-------|----------------|
| CROSSVILLE | TN | 38555 | (931) 484-4782 |
|------------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

02/19/2008

03/22/2008

04/16/2008

04/25/2008

04/16/2008

04/25/2008

04/16/2008

04/25/2008

04/16/2008

04/25/2008

12/31/2009

02/12/2010

12/09/2010

01/14/2011

09/09/2008

01/01/1900

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                      |          |                                           |
|----------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Give each resident care and services to get or keep the highest quality of life possible.                            | Isolated | Actual harm                               |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that follow each resident's written care plan.                                            | Isolated | Actual harm                               |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents.                                        | Isolated | Actual harm                               |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.    | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.    | Isolated | Minimal harm or potential for actual harm |
| Keep safe, clean and homelike                                                                                        | Isolated | Minimal harm or potential for actual      |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                              |                            |
|--------|----------------------------------------------|----------------------------|
| 445167 | LIFE CARE CENTER OF CROSSVILLE               | 80 JUSTICE ST              |
| 445170 | GOOD SAMARITAN HEALTH AND REHAB CENTER       | 500 HICKORY HOLLOW TERRACE |
| 445170 | GOOD SAMARITAN HEALTH AND REHAB CENTER       | 500 HICKORY HOLLOW TERRACE |
| 445170 | GOOD SAMARITAN HEALTH AND REHAB CENTER       | 500 HICKORY HOLLOW TERRACE |
| 445171 | CHRISTIAN CARE CENTER OF BEDFORD COUNTY, LLC | 835 UNION STREET           |
| 445171 | CHRISTIAN CARE CENTER OF BEDFORD COUNTY, LLC | 835 UNION STREET           |
| 445171 | CHRISTIAN CARE CENTER OF BEDFORD             | 835 UNION STREET           |



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|            |    |       |                |
|------------|----|-------|----------------|
| CROSSVILLE | TN | 38555 | (931) 484-4782 |
|------------|----|-------|----------------|

|         |    |       |                |
|---------|----|-------|----------------|
| ANTIOCH | TN | 37013 | (615) 731-7130 |
|---------|----|-------|----------------|

|         |    |       |                |
|---------|----|-------|----------------|
| ANTIOCH | TN | 37013 | (615) 731-7130 |
|---------|----|-------|----------------|

|         |    |       |                |
|---------|----|-------|----------------|
| ANTIOCH | TN | 37013 | (615) 731-7130 |
|---------|----|-------|----------------|

|             |    |       |                |
|-------------|----|-------|----------------|
| SHELBYVILLE | TN | 37160 | (931) 680-2300 |
|-------------|----|-------|----------------|

|             |    |       |                |
|-------------|----|-------|----------------|
| SHELBYVILLE | TN | 37160 | (931) 680-2300 |
|-------------|----|-------|----------------|

|             |    |       |                |
|-------------|----|-------|----------------|
| SHELBYVILLE | TN | 37160 | (931) 680-2300 |
|-------------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

03/29/2011

04/14/2011

10/26/2009

10/26/2009

02/17/2010

03/30/2010

02/17/2010

03/30/2010

01/14/2008

02/28/2008

06/23/2008

07/02/2008

06/23/2008

07/02/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Fire Safety

Emergency Plans and Fire Drills Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

surroundings.

1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.

harm

Minimal harm or potential for actual harm

record of quarterly fire drills for each shift under varying conditions.

Pattern

Minimal harm or potential for actual harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Pattern

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Pattern

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Pattern

Immediate jeopardy to resident health or safety

Be administered in a way that

Pattern

Immediate jeopardy to resident health or

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

COUNTY, LLC

445171

CHRISTIAN CARE CENTER OF BEDFORD  
COUNTY, LLC

835 UNION STREET

445172

SMITH COUNTY HEALTH CARE CENTER

112 HEALTH CARE DR

445172

SMITH COUNTY HEALTH CARE CENTER

112 HEALTH CARE DR

445172

SMITH COUNTY HEALTH CARE CENTER

112 HEALTH CARE DR

445172

SMITH COUNTY HEALTH CARE CENTER

112 HEALTH CARE DR

445172

SMITH COUNTY HEALTH CARE CENTER

112 HEALTH CARE DR

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|             |    |       |                |
|-------------|----|-------|----------------|
| SHELBYVILLE | TN | 37160 | (931) 680-2300 |
|-------------|----|-------|----------------|

|          |    |       |                |
|----------|----|-------|----------------|
| CARTHAGE | TN | 37030 | (615) 735-0569 |
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| CARTHAGE | TN | 37030 | (615) 735-0569 |
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| CARTHAGE | TN | 37030 | (615) 735-0569 |
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| CARTHAGE | TN | 37030 | (615) 735-0569 |
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| CARTHAGE | TN | 37030 | (615) 735-0569 |
|----------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

06/23/2008

07/02/2008

06/25/2008

08/08/2008

10/19/2010

11/16/2010

10/19/2010

11/16/2010

10/19/2010

11/16/2010

10/19/2010

11/16/2010

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

leads to the highest possible level of well being for each resident.

Make sure that nurse aides show they have the skills to be able to care for residents. Pattern

safety

Immediate jeopardy to resident health or safety

Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible. Pattern

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents. Isolated

Actual harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. Isolated

Minimal harm or potential for actual harm

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. Isolated

Minimal harm or potential for actual harm

1) Develop a complete care plan within 7 days of each resident's Isolated

Minimal harm or potential for actual harm

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                  |                       |
|--------|------------------|-----------------------|
|        |                  |                       |
| 445174 | BROOKHAVEN MANOR | 2035 STONEBROOK PLACE |
| 445174 | BROOKHAVEN MANOR | 2035 STONEBROOK PLACE |
| 445174 | BROOKHAVEN MANOR | 2035 STONEBROOK PLACE |
| 445174 | BROOKHAVEN MANOR | 2035 STONEBROOK PLACE |
| 445174 | BROOKHAVEN MANOR | 2035 STONEBROOK PLACE |
| 445174 | BROOKHAVEN MANOR | 2035 STONEBROOK PLACE |
| 445174 | BROOKHAVEN MANOR | 2035 STONEBROOK PLACE |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|           |    |       |                |
|-----------|----|-------|----------------|
| KINGSPORT | TN | 37660 | (423) 246-8934 |
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| KINGSPORT | TN | 37660 | (423) 246-8934 |
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| KINGSPORT | TN | 37660 | (423) 246-8934 |
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| KINGSPORT | TN | 37660 | (423) 246-8934 |
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| KINGSPORT | TN | 37660 | (423) 246-8934 |
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| KINGSPORT | TN | 37660 | (423) 246-8934 |
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| KINGSPORT | TN | 37660 | (423) 246-8934 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

07/25/2008

08/08/2008

07/25/2008

08/08/2008

07/25/2008

08/08/2008

11/20/2008

01/04/2009

04/14/2009

05/22/2009

01/11/2010

02/25/2010

01/11/2010

02/25/2010

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Fire Safety

Exits and Egress Deficiencies

Fire Safety

Building Service Equipment Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.

|                                                                                             |          |                                           |
|---------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Minimal harm or potential for actual harm |
|---------------------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                      |          |                                           |
|----------------------------------------------------------------------|----------|-------------------------------------------|
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
|----------------------------------------------------------------------|----------|-------------------------------------------|

|                                                |          |                                           |
|------------------------------------------------|----------|-------------------------------------------|
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
|------------------------------------------------|----------|-------------------------------------------|

|                                                                                  |         |                                           |
|----------------------------------------------------------------------------------|---------|-------------------------------------------|
| Make sure there is a program to prevent/deal with mice, insects, or other pests. | Pattern | Minimal harm or potential for actual harm |
|----------------------------------------------------------------------------------|---------|-------------------------------------------|

|                                                                          |          |                                           |
|--------------------------------------------------------------------------|----------|-------------------------------------------|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
|--------------------------------------------------------------------------|----------|-------------------------------------------|

|                                         |            |                                           |
|-----------------------------------------|------------|-------------------------------------------|
| exits that are accessible at all times. | Widespread | Minimal harm or potential for actual harm |
|-----------------------------------------|------------|-------------------------------------------|

|                                                                                                                 |            |                                           |
|-----------------------------------------------------------------------------------------------------------------|------------|-------------------------------------------|
| heating and ventilation systems that have been properly installed according to the manufacturer's instructions. | Widespread | Minimal harm or potential for actual harm |
|-----------------------------------------------------------------------------------------------------------------|------------|-------------------------------------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                               |                 |
|--------|-------------------------------|-----------------|
| 445181 | COLONIAL HILLS NURSING CENTER | 2034 COCHRAN RD |
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| 445181 | COLONIAL HILLS NURSING CENTER | 2034 COCHRAN RD |
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| 445181 | COLONIAL HILLS NURSING CENTER | 2034 COCHRAN RD |
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| 445181 | COLONIAL HILLS NURSING CENTER | 2034 COCHRAN RD |
|--------|-------------------------------|-----------------|

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| 445181 | COLONIAL HILLS NURSING CENTER | 2034 COCHRAN RD |
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| 445181 | COLONIAL HILLS NURSING CENTER | 2034 COCHRAN RD |
|--------|-------------------------------|-----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|           |    |       |                |
|-----------|----|-------|----------------|
| MARYVILLE | TN | 37803 | (865) 982-6161 |
|-----------|----|-------|----------------|

|           |    |       |                |
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| MARYVILLE | TN | 37803 | (865) 982-6161 |
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| MARYVILLE | TN | 37803 | (865) 982-6161 |
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| MARYVILLE | TN | 37803 | (865) 982-6161 |
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| MARYVILLE | TN | 37803 | (865) 982-6161 |
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| MARYVILLE | TN | 37803 | (865) 982-6161 |
|-----------|----|-------|----------------|



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

07/22/2008

09/04/2008

07/22/2008

09/04/2008

02/24/2009

03/13/2009

03/31/2009

05/08/2009

04/21/2010

05/21/2010

04/21/2010

05/21/2010

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                                                                            |          |                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Keep all essential equipment working safely.                                                                                                                                                                                                               | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents.                                                                                                                                                                              | Isolated | Minimal harm or potential for actual harm |
| Try to resolve each resident's complaints quickly.                                                                                                                                                                                                         | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents'                                                                                                                                                    | Isolated | Minimal harm or potential for actual harm |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                      |                            |
|--------|--------------------------------------|----------------------------|
| 445181 | COLONIAL HILLS NURSING CENTER        | 2034 COCHRAN RD            |
| 445183 | GALLATIN HEALTH CARE CENTER, LLC     | 438 NORTH WATER AVE        |
| 445195 | BAPTIST MEMORIAL HOSP-MEMPHIS SNF    | 6019 WALNUT GROVE ROAD     |
| 445205 | CONSULATE HEALTH CARE OF CHATTANOOGA | 8249 STANDIFER GAP ROAD    |
| 445205 | CONSULATE HEALTH CARE OF CHATTANOOGA | 8249 STANDIFER GAP ROAD    |
| 445205 | CONSULATE HEALTH CARE OF CHATTANOOGA | 8249 STANDIFER GAP ROAD    |
| 445205 | CONSULATE HEALTH CARE OF CHATTANOOGA | 8249 STANDIFER GAP ROAD    |
| 445207 | WEXFORD HOUSE, THE                   | 2421 JOHN B DENNIS HIGHWAY |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|           |    |       |                |
|-----------|----|-------|----------------|
| MARYVILLE | TN | 37803 | (865) 982-6161 |
|-----------|----|-------|----------------|

|          |    |       |                |
|----------|----|-------|----------------|
| GALLATIN | TN | 37066 | (615) 452-2322 |
|----------|----|-------|----------------|

|         |    |       |                |
|---------|----|-------|----------------|
| MEMPHIS | TN | 38120 | (901) 226-5591 |
|---------|----|-------|----------------|

|             |    |       |                |
|-------------|----|-------|----------------|
| CHATTANOOGA | TN | 37421 | (423) 892-1716 |
|-------------|----|-------|----------------|

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| CHATTANOOGA | TN | 37421 | (423) 892-1716 |
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| CHATTANOOGA | TN | 37421 | (423) 892-1716 |
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| CHATTANOOGA | TN | 37421 | (423) 892-1716 |
|-------------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| KINGSPORT | TN | 37660 | (423) 288-3988 |
|-----------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

04/21/2010

05/21/2010

07/27/2010

07/28/2010

05/04/2009

05/12/2009

06/04/2008

06/30/2008

06/04/2008

06/30/2008

06/04/2008

06/30/2008

06/05/2008

06/30/2008

02/27/2008

03/14/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Fire Safety

Hazardous Area Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

property.

|                                                                                                                  |            |                                           |
|------------------------------------------------------------------------------------------------------------------|------------|-------------------------------------------|
| Keep accurate and appropriate medical records.                                                                   | Isolated   | Minimal harm or potential for actual harm |
| construction that can resist fire for one hour or an approved fire extinguishing system.                         | Widespread | Potential for minimal harm                |
| Give professional services that meet a professional standard of quality.                                         | Isolated   | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations.          | Isolated   | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible.                        | Isolated   | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated   | Minimal harm or potential for actual harm |
| Keep each resident free from physical restraints, unless needed for medical treatment.                           | Isolated   | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official                       | Isolated   | Minimal harm or potential for actual harm |



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                    |                               |
|--------|--------------------|-------------------------------|
| 445207 | WEXFORD HOUSE, THE | 2421 JOHN B DENNIS<br>HIGHWAY |
| 445207 | WEXFORD HOUSE, THE | 2421 JOHN B DENNIS<br>HIGHWAY |
| 445207 | WEXFORD HOUSE, THE | 2421 JOHN B DENNIS<br>HIGHWAY |
| 445207 | WEXFORD HOUSE, THE | 2421 JOHN B DENNIS<br>HIGHWAY |
| 445207 | WEXFORD HOUSE, THE | 2421 JOHN B DENNIS<br>HIGHWAY |
| 445207 | WEXFORD HOUSE, THE | 2421 JOHN B DENNIS<br>HIGHWAY |
| 445207 | WEXFORD HOUSE, THE | 2421 JOHN B DENNIS<br>HIGHWAY |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|           |    |       |                |
|-----------|----|-------|----------------|
| KINGSPORT | TN | 37660 | (423) 288-3988 |
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| KINGSPORT | TN | 37660 | (423) 288-3988 |
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| KINGSPORT | TN | 37660 | (423) 288-3988 |
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| KINGSPORT | TN | 37660 | (423) 288-3988 |
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| KINGSPORT | TN | 37660 | (423) 288-3988 |
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| KINGSPORT | TN | 37660 | (423) 288-3988 |
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| KINGSPORT | TN | 37660 | (423) 288-3988 |
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|           |    |       |                |
|-----------|----|-------|----------------|
| KINGSPORT | TN | 37660 | (423) 288-3988 |
|-----------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

02/27/2008

03/14/2008

02/27/2008

03/14/2008

06/02/2008

07/01/2008

06/02/2008

07/01/2008

07/14/2008

04/30/2007

07/14/2008

07/31/2008

04/16/2009

05/04/2009

04/16/2009

05/04/2009

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

that are listed in official regulations.

|                                                                                                                              |          |                                           |
|------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
|------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                |          |                                           |
|------------------------------------------------|----------|-------------------------------------------|
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
|------------------------------------------------|----------|-------------------------------------------|

|                                                                                        |          |                                           |
|----------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Make sure that nurse aides show they have the skills to be able to care for residents. | Isolated | Minimal harm or potential for actual harm |
|----------------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                               |          |                                           |
|-------------------------------------------------------------------------------|----------|-------------------------------------------|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
|-------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                               |          |             |
|-------------------------------------------------------------------------------|----------|-------------|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Actual harm |
|-------------------------------------------------------------------------------|----------|-------------|

|                                                                                                                                                        |          |                                           |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care. | Isolated | Minimal harm or potential for actual harm |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                   |          |                                           |
|-------------------------------------------------------------------|----------|-------------------------------------------|
| Make sure that residents are safe from serious medication errors. | Isolated | Minimal harm or potential for actual harm |
|-------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                 |          |                                           |
|-----------------------------------------------------------------|----------|-------------------------------------------|
| Give professional services that meet a professional standard of | Isolated | Minimal harm or potential for actual harm |
|-----------------------------------------------------------------|----------|-------------------------------------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                     |                               |
|--------|-------------------------------------|-------------------------------|
|        |                                     | HIGHWAY                       |
| 445207 | WEXFORD HOUSE, THE                  | 2421 JOHN B DENNIS<br>HIGHWAY |
| 445207 | WEXFORD HOUSE, THE                  | 2421 JOHN B DENNIS<br>HIGHWAY |
| 445207 | WEXFORD HOUSE, THE                  | 2421 JOHN B DENNIS<br>HIGHWAY |
| 445207 | WEXFORD HOUSE, THE                  | 2421 JOHN B DENNIS<br>HIGHWAY |
| 445207 | WEXFORD HOUSE, THE                  | 2421 JOHN B DENNIS<br>HIGHWAY |
| 445209 | SPRING CITY CARE AND REHABILITATION | 331 HINCH STREET              |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|           |    |       |                |
|-----------|----|-------|----------------|
| KINGSPORT | TN | 37660 | (423) 288-3988 |
|-----------|----|-------|----------------|

|           |    |       |                |
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| KINGSPORT | TN | 37660 | (423) 288-3988 |
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|-----------|----|-------|----------------|
| KINGSPORT | TN | 37660 | (423) 288-3988 |
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| KINGSPORT | TN | 37660 | (423) 288-3988 |
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|-----------|----|-------|----------------|
| KINGSPORT | TN | 37660 | (423) 288-3988 |
|-----------|----|-------|----------------|

|             |    |       |                |
|-------------|----|-------|----------------|
| SPRING CITY | TN | 37381 | (423) 365-4355 |
|-------------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

09/02/2010

10/17/2010

09/02/2010

10/17/2010

09/02/2010

10/17/2010

09/02/2010

10/17/2010

09/02/2010

10/17/2010

02/05/2008

02/19/2008



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                                                                            |          |                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| meet a professional standard of quality.                                                                                                                                                                                                                   |          | harm                                      |
| Give each resident care and services to get or keep the highest quality of life possible.                                                                                                                                                                  | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Provide food in a way that meets a resident's needs.                                                                                                                                                                                                       | Isolated | Minimal harm or potential for actual harm |
| Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.                   | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records.                                                                                                                                                                                                             | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home                                                                                                                                                                                                                            | Isolated | Actual harm                               |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                            |                        |
|--------|--------------------------------------------|------------------------|
|        | CENTER                                     |                        |
| 445209 | SPRING CITY CARE AND REHABILITATION CENTER | 331 HINCH STREET       |
| 445210 | HUNTINGDON HEALTH & REHAB CENTER           | 635 HIGH STREET        |
| 445214 | MOUNTAIN CITY CARE & REHABILITATION CENTER | 919 MEDICAL PARK DRIVE |
| 445214 | MOUNTAIN CITY CARE & REHABILITATION CENTER | 919 MEDICAL PARK DRIVE |
| 445215 | HERITAGE CENTER, THE                       | 1026 MCFARLAND STREET  |
| 445215 | HERITAGE CENTER, THE                       | 1026 MCFARLAND STREET  |
| 445218 | GRACE HEALTHCARE OF CORDOVA                | 955 GERMANTOWN PKWY    |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|             |    |       |                |
|-------------|----|-------|----------------|
| SPRING CITY | TN | 37381 | (423) 365-4355 |
|-------------|----|-------|----------------|

|            |    |       |                |
|------------|----|-------|----------------|
| HUNTINGDON | TN | 38344 | (731) 986-8943 |
|------------|----|-------|----------------|

|               |    |       |                |
|---------------|----|-------|----------------|
| MOUNTAIN CITY | TN | 37683 | (423) 727-7800 |
|---------------|----|-------|----------------|

|               |    |       |                |
|---------------|----|-------|----------------|
| MOUNTAIN CITY | TN | 37683 | (423) 727-7800 |
|---------------|----|-------|----------------|

|            |    |       |                |
|------------|----|-------|----------------|
| MORRISTOWN | TN | 37814 | (423) 581-5100 |
|------------|----|-------|----------------|

|            |    |       |                |
|------------|----|-------|----------------|
| MORRISTOWN | TN | 37814 | (423) 581-5100 |
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|         |    |       |                |
|---------|----|-------|----------------|
| CORDOVA | TN | 38018 | (901) 754-1393 |
|---------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

01/25/2011

02/14/2011

01/31/2008

02/20/2008

03/26/2009

04/10/2009

01/07/2011

02/18/2011

02/25/2009

03/13/2009

02/25/2009

03/13/2009

02/12/2008

03/05/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                 |          |                                           |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| area is free of dangers that cause accidents.                                                                                                                                                   |          |                                           |
| Give each resident care and services to get or keep the highest quality of life possible.                                                                                                       | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property.                                                                                                                | Isolated | Minimal harm or potential for actual harm |
| Give or get special rehabilitation if in the patient's plan of care.                                                                                                                            | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality.                                                                                                                        | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents.                                                                                                                   | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking,                                                                                                      | Pattern  | Minimal harm or potential for actual harm |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                             |                        |
|--------|-----------------------------|------------------------|
| 445218 | GRACE HEALTHCARE OF CORDOVA | 955 GERMANTOWN<br>PKWY |
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| 445218 | GRACE HEALTHCARE OF CORDOVA | 955 GERMANTOWN<br>PKWY |
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| 445218 | GRACE HEALTHCARE OF CORDOVA | 955 GERMANTOWN<br>PKWY |
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| 445218 | GRACE HEALTHCARE OF CORDOVA | 955 GERMANTOWN<br>PKWY |
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| 445218 | GRACE HEALTHCARE OF CORDOVA | 955 GERMANTOWN<br>PKWY |
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|        |                                          |                        |
|--------|------------------------------------------|------------------------|
| 445220 | SPRING GATE REHAB & HEALTHCARE<br>CENTER | 3909 COVINGTON<br>PIKE |
|--------|------------------------------------------|------------------------|

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|--------|-------------------------------------------------------|-----------------|
| 445223 | RENAISSANCE TERRACE CARE AND<br>REHABILITATION CENTER | 257 PATTON LANE |
|--------|-------------------------------------------------------|-----------------|

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|--------|-------------------------------------------------------|-----------------|
| 445223 | RENAISSANCE TERRACE CARE AND<br>REHABILITATION CENTER | 257 PATTON LANE |
|--------|-------------------------------------------------------|-----------------|



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| CORDOVA | TN | 38018 | (901) 754-1393 |
|---------|----|-------|----------------|

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|---------|----|-------|----------------|
| CORDOVA | TN | 38018 | (901) 754-1393 |
|---------|----|-------|----------------|

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| CORDOVA | TN | 38018 | (901) 754-1393 |
|---------|----|-------|----------------|

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|---------|----|-------|----------------|
| CORDOVA | TN | 38018 | (901) 754-1393 |
|---------|----|-------|----------------|

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|---------|----|-------|----------------|
| CORDOVA | TN | 38018 | (901) 754-1393 |
|---------|----|-------|----------------|

|         |    |       |                |
|---------|----|-------|----------------|
| MEMPHIS | TN | 38135 | (901) 377-1011 |
|---------|----|-------|----------------|

|          |    |       |                |
|----------|----|-------|----------------|
| HARRIMAN | TN | 37748 | (865) 354-3941 |
|----------|----|-------|----------------|

|          |    |       |                |
|----------|----|-------|----------------|
| HARRIMAN | TN | 37748 | (865) 354-3941 |
|----------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

05/22/2008

06/12/2008

01/05/2010

01/29/2010

01/05/2010

01/29/2010

01/06/2010

01/29/2010

01/06/2010

01/29/2010

12/30/2009

01/14/2010

08/25/2008

09/15/2008

12/08/2009

10/30/2009

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

grooming and hygiene.

|                                                                                           |          |                                           |
|-------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
|-------------------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                      |          |                                           |
|----------------------------------------------------------------------|----------|-------------------------------------------|
| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
|----------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                                                                  |          |                                           |
|------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
|------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                           |          |                                           |
|---------------------------------------------------------------------------|----------|-------------------------------------------|
| Give professional services that follow each resident's written care plan. | Isolated | Minimal harm or potential for actual harm |
|---------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                                           |          |                                           |
|-------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
|-------------------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                          |          |                                           |
|--------------------------------------------------------------------------|----------|-------------------------------------------|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
|--------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                                  |          |                                           |
|----------------------------------------------------------------------------------|----------|-------------------------------------------|
| Protect residents from mistreatment, neglect, and/or theft of personal property. | Isolated | Minimal harm or potential for actual harm |
|----------------------------------------------------------------------------------|----------|-------------------------------------------|

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|------------------------------------------------|---------|-------------------------------------------------|
| Keep accurate and appropriate medical records. | Pattern | Immediate jeopardy to resident health or safety |
|------------------------------------------------|---------|-------------------------------------------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                                       |                        |
|--------|-------------------------------------------------------|------------------------|
| 445223 | RENAISSANCE TERRACE CARE AND<br>REHABILITATION CENTER | 257 PATTON LANE        |
| 445223 | RENAISSANCE TERRACE CARE AND<br>REHABILITATION CENTER | 257 PATTON LANE        |
| 445223 | RENAISSANCE TERRACE CARE AND<br>REHABILITATION CENTER | 257 PATTON LANE        |
| 445223 | RENAISSANCE TERRACE CARE AND<br>REHABILITATION CENTER | 257 PATTON LANE        |
| 445223 | RENAISSANCE TERRACE CARE AND<br>REHABILITATION CENTER | 257 PATTON LANE        |
| 445223 | RENAISSANCE TERRACE CARE AND<br>REHABILITATION CENTER | 257 PATTON LANE        |
| 445223 | RENAISSANCE TERRACE CARE AND<br>REHABILITATION CENTER | 257 PATTON LANE        |
| 445224 | HENRY COUNTY HEALTHCARE CTR                           | 239 HOSPITAL CIRCLE    |
| 445234 | GLEN OAKS HEALTH AND REHABILITATION                   | 1101 GLEN OAKS<br>ROAD |
| 445234 | GLEN OAKS HEALTH AND REHABILITATION                   | 1101 GLEN OAKS<br>ROAD |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|          |    |       |                |
|----------|----|-------|----------------|
| HARRIMAN | TN | 37748 | (865) 354-3941 |
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| HARRIMAN | TN | 37748 | (865) 354-3941 |
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|----------|----|-------|----------------|
| HARRIMAN | TN | 37748 | (865) 354-3941 |
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|----------|----|-------|----------------|
| HARRIMAN | TN | 37748 | (865) 354-3941 |
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|----------|----|-------|----------------|
| HARRIMAN | TN | 37748 | (865) 354-3941 |
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| HARRIMAN | TN | 37748 | (865) 354-3941 |
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|          |    |       |                |
|----------|----|-------|----------------|
| HARRIMAN | TN | 37748 | (865) 354-3941 |
|----------|----|-------|----------------|

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|-------|----|-------|----------------|
| PARIS | TN | 38242 | (731) 642-5700 |
|-------|----|-------|----------------|

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|-------------|----|-------|----------------|
| SHELBYVILLE | TN | 37160 | (931) 684-8340 |
|-------------|----|-------|----------------|

|             |    |       |                |
|-------------|----|-------|----------------|
| SHELBYVILLE | TN | 37160 | (931) 684-8340 |
|-------------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

12/08/2009

12/08/2009

12/08/2009

12/08/2009

12/08/2009

10/30/2009

12/08/2009

10/30/2009

03/11/2011

03/29/2011

03/11/2011

03/29/2011

03/11/2011

03/29/2011

10/30/2008

11/20/2008

03/24/2009

04/15/2009

03/24/2009

04/15/2009

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Fire Safety

Miscellaneous Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Administration Deficiencies



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                             |            |                                                 |
|-----------------------------------------------------------------------------------------------------------------------------|------------|-------------------------------------------------|
| Give professional services that meet a professional standard of quality.                                                    | Pattern    | Immediate jeopardy to resident health or safety |
| Make sure that residents are safe from serious medication errors.                                                           | Isolated   | Minimal harm or potential for actual harm       |
| Give or get lab tests to meet the needs of residents.                                                                       | Isolated   | Minimal harm or potential for actual harm       |
| Quickly tell the resident's doctor the results of lab tests.                                                                | Isolated   | Minimal harm or potential for actual harm       |
| Keep accurate and appropriate medical records.                                                                              | Isolated   | Minimal harm or potential for actual harm       |
| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly. | Isolated   | Minimal harm or potential for actual harm       |
| Give professional services that meet a professional standard of quality.                                                    | Isolated   | Minimal harm or potential for actual harm       |
| fire safety features required by current fire safety codes.                                                                 | Pattern    | Minimal harm or potential for actual harm       |
| Make sure that residents are well nourished.                                                                                | Pattern    | Minimal harm or potential for actual harm       |
| Have a detailed, written plan for disasters and emergencies.                                                                | Widespread | Minimal harm or potential for actual harm       |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                                      |                               |
|--------|------------------------------------------------------|-------------------------------|
| 445235 | BOULEVARD TERRACE REHABILITATION AND<br>NURSING HOME | 1530 MIDDLE<br>TENNESSEE BLVD |
| 445238 | LIFE CARE CENTER OF TULLAHOMA                        | 1715 N JACKSON ST             |
| 445239 | LIFE CARE CENTER OF MORGAN COUNTY                    | 419 SOUTH KINGSTON<br>STREET  |
| 445239 | LIFE CARE CENTER OF MORGAN COUNTY                    | 419 SOUTH KINGSTON<br>STREET  |
| 445239 | LIFE CARE CENTER OF MORGAN COUNTY                    | 419 SOUTH KINGSTON<br>STREET  |
| 445240 | LIFE CARE CENTER OF RED BANK                         | 1020 RUNYAN DR                |
| 445240 | LIFE CARE CENTER OF RED BANK                         | 1020 RUNYAN DR                |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|              |    |       |                |
|--------------|----|-------|----------------|
| MURFREESBORO | TN | 37130 | (615) 896-4505 |
| TULLAHOMA    | TN | 37388 | (931) 455-8557 |
| WARTBURG     | TN | 37887 | (423) 346-6691 |
| WARTBURG     | TN | 37887 | (423) 346-6691 |
| WARTBURG     | TN | 37887 | (423) 346-6691 |
| CHATTANOOGA  | TN | 37405 | (423) 877-1155 |
| CHATTANOOGA  | TN | 37405 | (423) 877-1155 |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

08/23/2010

09/24/2010

04/15/2009

03/05/2008

02/17/2009

03/09/2009

04/30/2009

05/31/2009

04/30/2009

05/31/2009

11/12/2009

12/02/2009

11/12/2009

12/02/2009

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Fire Safety

Automatic Sprinkler Systems Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                                                                            |            |                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-------------------------------------------|
| Keep accurate and appropriate medical records.                                                                                                                                                                                                             | Isolated   | Minimal harm or potential for actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property.                                                                                                                                                                           | Isolated   | Actual harm                               |
| automatic sprinkler systems that have been maintained in working order.                                                                                                                                                                                    | Widespread | Minimal harm or potential for actual harm |
| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.                                                                                                                                | Isolated   | Minimal harm or potential for actual harm |
| Keep all essential equipment working safely.                                                                                                                                                                                                               | Isolated   | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated   | Actual harm                               |
| Make a complete assessment that covers all questions for areas that are listed in official                                                                                                                                                                 | Isolated   | Minimal harm or potential for actual harm |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                |                                 |
|--------|--------------------------------|---------------------------------|
| 445240 | LIFE CARE CENTER OF RED BANK   | 1020 RUNYAN DR                  |
| 445240 | LIFE CARE CENTER OF RED BANK   | 1020 RUNYAN DR                  |
| 445240 | LIFE CARE CENTER OF RED BANK   | 1020 RUNYAN DR                  |
| 445240 | LIFE CARE CENTER OF RED BANK   | 1020 RUNYAN DR                  |
| 445242 | GREYSTONE HEALTH CARE CENTER   | 181 DUNLAP ROAD,<br>PO BOX 1133 |
| 445245 | MARYVILLE HEALTHCARE AND REHAB | 1012 JAMESTOWN<br>WAY           |
| 445245 | MARYVILLE HEALTHCARE AND REHAB | 1012 JAMESTOWN<br>WAY           |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|             |    |       |                |
|-------------|----|-------|----------------|
| CHATTANOOGA | TN | 37405 | (423) 877-1155 |
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| CHATTANOOGA | TN | 37405 | (423) 877-1155 |
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| CHATTANOOGA | TN | 37405 | (423) 877-1155 |
|-------------|----|-------|----------------|

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|-------------|----|-------|----------------|
| CHATTANOOGA | TN | 37405 | (423) 877-1155 |
|-------------|----|-------|----------------|

|             |    |       |                |
|-------------|----|-------|----------------|
| BLOUNTVILLE | TN | 37617 | (423) 323-7112 |
|-------------|----|-------|----------------|

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|-----------|----|-------|----------------|
| MARYVILLE | TN | 37803 | (865) 984-7400 |
|-----------|----|-------|----------------|

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|-----------|----|-------|----------------|
| MARYVILLE | TN | 37803 | (865) 984-7400 |
|-----------|----|-------|----------------|



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

11/12/2009

12/02/2009

11/12/2009

12/02/2009

11/12/2009

12/02/2009

11/12/2009

12/02/2009

04/28/2008

05/16/2008

05/14/2008

06/03/2008

05/14/2008

06/03/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

## regulations.

|                                                                                                                                                                                                                                                    |          |                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.                                                                                                                                                    | Isolated | Actual harm                               |
| Quickly tell the resident's doctor the results of lab tests.                                                                                                                                                                                       | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records.                                                                                                                                                                                                     | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents.                                                                                                                                                                      | Isolated | Actual harm                               |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.                                                                                                                                  | Isolated | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official                                                                                                                                                         | Isolated | Minimal harm or potential for actual harm |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                           |                        |
|--------|-------------------------------------------|------------------------|
| 445245 | MARYVILLE HEALTHCARE AND REHAB            | 1012 JAMESTOWN<br>WAY  |
| 445245 | MARYVILLE HEALTHCARE AND REHAB            | 1012 JAMESTOWN<br>WAY  |
| 445245 | MARYVILLE HEALTHCARE AND REHAB            | 1012 JAMESTOWN<br>WAY  |
| 445245 | MARYVILLE HEALTHCARE AND REHAB            | 1012 JAMESTOWN<br>WAY  |
| 445246 | JEFFERSON CITY HEALTH AND REHAB<br>CENTER | 283 W BROADWAY<br>BLVD |
| 445246 | JEFFERSON CITY HEALTH AND REHAB<br>CENTER | 283 W BROADWAY<br>BLVD |
| 445246 | JEFFERSON CITY HEALTH AND REHAB<br>CENTER | 283 W BROADWAY<br>BLVD |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|           |    |       |                |
|-----------|----|-------|----------------|
| MARYVILLE | TN | 37803 | (865) 984-7400 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| MARYVILLE | TN | 37803 | (865) 984-7400 |
|-----------|----|-------|----------------|

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|-----------|----|-------|----------------|
| MARYVILLE | TN | 37803 | (865) 984-7400 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| MARYVILLE | TN | 37803 | (865) 984-7400 |
|-----------|----|-------|----------------|

|                |    |       |                |
|----------------|----|-------|----------------|
| JEFFERSON CITY | TN | 37760 | (865) 475-9037 |
|----------------|----|-------|----------------|

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| JEFFERSON CITY | TN | 37760 | (865) 475-9037 |
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|----------------|----|-------|----------------|
| JEFFERSON CITY | TN | 37760 | (865) 475-9037 |
|----------------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

05/14/2008

06/03/2008

08/06/2008

09/15/2008

08/06/2008

09/15/2008

09/19/2008

10/08/2008

02/26/2008

03/12/2008

02/26/2008

03/12/2008

05/30/2008

06/18/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

regulations.

|                                                |         |                                           |
|------------------------------------------------|---------|-------------------------------------------|
| Keep accurate and appropriate medical records. | Pattern | Minimal harm or potential for actual harm |
|------------------------------------------------|---------|-------------------------------------------|

|                                                 |          |                                           |
|-------------------------------------------------|----------|-------------------------------------------|
| Properly mark drugs and other similar products. | Isolated | Minimal harm or potential for actual harm |
|-------------------------------------------------|----------|-------------------------------------------|

|                                                                          |          |                                           |
|--------------------------------------------------------------------------|----------|-------------------------------------------|
| Give professional services that meet a professional standard of quality. | Isolated | Minimal harm or potential for actual harm |
|--------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                                           |          |                                           |
|-------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
|-------------------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                                                                                                                                                                                                    |          |                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                               |          |                                           |
|-------------------------------------------------------------------------------|----------|-------------------------------------------|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
|-------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                               |          |                                           |
|-------------------------------------------------------------------------------|----------|-------------------------------------------|
| Make sure that the nursing home area is free of dangers that cause accidents. | Isolated | Minimal harm or potential for actual harm |
|-------------------------------------------------------------------------------|----------|-------------------------------------------|



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                        |                       |
|--------|----------------------------------------|-----------------------|
| 445246 | JEFFERSON CITY HEALTH AND REHAB CENTER | 283 W BROADWAY BLVD   |
| 445246 | JEFFERSON CITY HEALTH AND REHAB CENTER | 283 W BROADWAY BLVD   |
| 445246 | JEFFERSON CITY HEALTH AND REHAB CENTER | 283 W BROADWAY BLVD   |
| 445246 | JEFFERSON CITY HEALTH AND REHAB CENTER | 283 W BROADWAY BLVD   |
| 445246 | JEFFERSON CITY HEALTH AND REHAB CENTER | 283 W BROADWAY BLVD   |
| 445246 | JEFFERSON CITY HEALTH AND REHAB CENTER | 283 W BROADWAY BLVD   |
| 445246 | JEFFERSON CITY HEALTH AND REHAB CENTER | 283 W BROADWAY BLVD   |
| 445253 | LOUDON HEALTH CARE CENTER              | 1520 GROVE ST BOX 190 |
| 445258 | SUMMIT VIEW OF FARRAGUT, LLC           | 12823 KINGSTON PIKE   |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                |    |       |                |
|----------------|----|-------|----------------|
| JEFFERSON CITY | TN | 37760 | (865) 475-9037 |
| JEFFERSON CITY | TN | 37760 | (865) 475-9037 |
| JEFFERSON CITY | TN | 37760 | (865) 475-9037 |
| JEFFERSON CITY | TN | 37760 | (865) 475-9037 |
| JEFFERSON CITY | TN | 37760 | (865) 475-9037 |
| JEFFERSON CITY | TN | 37760 | (865) 475-9037 |
| LOUDON         | TN | 37774 | (865) 458-5436 |
| KNOXVILLE      | TN | 37923 | (865) 966-0600 |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

05/30/2008

06/18/2008

05/30/2008

06/18/2008

05/30/2008

06/18/2008

05/30/2008

06/18/2008

10/14/2008

04/20/2008

08/19/2009

08/25/2009

12/22/2008

01/07/2009

03/27/2008

04/07/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                           |
|--------|---------------------------|
| Health | Quality Care Deficiencies |
|--------|---------------------------|

|        |                           |
|--------|---------------------------|
| Health | Quality Care Deficiencies |
|--------|---------------------------|

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| Health | Nutrition and Dietary Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                                                                            |          |                                           |
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| Give professional services that meet a professional standard of quality.                                                                                                                                                                                   | Isolated | Actual harm                               |
| Give each resident enough fluids to keep them healthy and prevent dehydration.                                                                                                                                                                             | Isolated | Actual harm                               |
| Offer other nutritional food to each resident who will not eat the food served.                                                                                                                                                                            | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Actual harm                               |
| Make sure that the nursing home area is free of dangers that cause accidents.                                                                                                                                                                              | Isolated | Actual harm                               |
| Let the resident or the resident's representative look at all records.                                                                                                                                                                                     | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible.                                                                                                                                                                  | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment                                                                                                                                                                                                                            | Isolated | Minimal harm or potential for actual      |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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|--------|------------------------------|---------------------|
| 445258 | SUMMIT VIEW OF FARRAGUT, LLC | 12823 KINGSTON PIKE |
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| 445258 | SUMMIT VIEW OF FARRAGUT, LLC | 12823 KINGSTON PIKE |
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| 445258 | SUMMIT VIEW OF FARRAGUT, LLC | 12823 KINGSTON PIKE |
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| 445258 | SUMMIT VIEW OF FARRAGUT, LLC | 12823 KINGSTON PIKE |
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| 445258 | SUMMIT VIEW OF FARRAGUT, LLC | 12823 KINGSTON PIKE |
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| 445258 | SUMMIT VIEW OF FARRAGUT, LLC | 12823 KINGSTON PIKE |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37923 | (865) 966-0600 |
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| KNOXVILLE | TN | 37923 | (865) 966-0600 |
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| KNOXVILLE | TN | 37923 | (865) 966-0600 |
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| KNOXVILLE | TN | 37923 | (865) 966-0600 |
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| KNOXVILLE | TN | 37923 | (865) 966-0600 |
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| KNOXVILLE | TN | 37923 | (865) 966-0600 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

08/20/2008

08/25/2008

08/20/2008

08/25/2008

08/20/2008

08/25/2008

08/20/2008

08/25/2008

08/27/2008

09/08/2008

12/08/2008

12/09/2008



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                                                                            |          |                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| to prevent new bed (pressure) sores or heal existing bed sores.                                                                                                                                                                                            |          | harm                                      |
| Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.                                                                                                                         | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable.                                                                                                                                                                          | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations.                                                                                                                                                    | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident.                                                                                                                                                                                       | Isolated | Minimal harm or potential for actual harm |
| Provide enough notice before discharging or transferring a                                                                                                                                                                                                 | Isolated | Minimal harm or potential for actual harm |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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| 445258 | SUMMIT VIEW OF FARRAGUT, LLC | 12823 KINGSTON PIKE |
| 445258 | SUMMIT VIEW OF FARRAGUT, LLC | 12823 KINGSTON PIKE |
| 445258 | SUMMIT VIEW OF FARRAGUT, LLC | 12823 KINGSTON PIKE |
| 445258 | SUMMIT VIEW OF FARRAGUT, LLC | 12823 KINGSTON PIKE |
| 445258 | SUMMIT VIEW OF FARRAGUT, LLC | 12823 KINGSTON PIKE |
| 445258 | SUMMIT VIEW OF FARRAGUT, LLC | 12823 KINGSTON PIKE |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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| KNOXVILLE | TN | 37923 | (865) 966-0600 |
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| KNOXVILLE | TN | 37923 | (865) 966-0600 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

02/18/2009

12/12/2008

03/19/2009

04/01/2009

03/19/2009

04/01/2009

03/19/2009

04/01/2009

06/04/2009

06/15/2009

06/04/2009

06/15/2009

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                                                                    |          |                                                 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------|
| resident.                                                                                                                                                                                                                                          |          |                                                 |
| Protect each resident from all abuse, physical punishment, and being separated from others.                                                                                                                                                        | Pattern  | Immediate jeopardy to resident health or safety |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm       |
| Have a program to keep infection from spreading.                                                                                                                                                                                                   | Isolated | Minimal harm or potential for actual harm       |
| Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion.                                                                                                                               | Isolated | Minimal harm or potential for actual harm       |
| Make sure that the nursing home area is free of dangers that cause accidents.                                                                                                                                                                      | Isolated | Minimal harm or potential for actual harm       |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a                                                                                   | Isolated | Minimal harm or potential for actual harm       |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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| 445258 | SUMMIT VIEW OF FARRAGUT, LLC | 12823 KINGSTON PIKE |
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| 445258 | SUMMIT VIEW OF FARRAGUT, LLC | 12823 KINGSTON PIKE |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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| KNOXVILLE | TN | 37923 | (865) 966-0600 |
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| KNOXVILLE | TN | 37923 | (865) 966-0600 |
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| KNOXVILLE | TN | 37923 | (865) 966-0600 |
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| KNOXVILLE | TN | 37923 | (865) 966-0600 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

07/20/2009

07/29/2009

07/20/2009

07/29/2009

02/11/2010

02/19/2010

02/11/2010

02/22/2010

02/11/2010

02/22/2010

02/11/2010

02/22/2010

06/30/2010

06/30/2010

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Administration Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Nutrition and Dietary Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

need to alter treatment

significantly, or the resident must be transferred or discharged.

|                                                                                                                                                                                                                                                    |          |                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                       |          |                                           |
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| Give or get lab tests to meet the needs of residents. | Isolated | Minimal harm or potential for actual harm |
|-------------------------------------------------------|----------|-------------------------------------------|

|                                                                                                                                         |          |                                           |
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| 1) Provide 3 meals daily at regular times; or 2) serve breakfast within 14 hours after dinner; or 3) offer a snack at bedtime each day. | Isolated | Minimal harm or potential for actual harm |
|-----------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                  |          |                                           |
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| Have a program to keep infection from spreading. | Isolated | Minimal harm or potential for actual harm |
|--------------------------------------------------|----------|-------------------------------------------|

|                                              |          |                                           |
|----------------------------------------------|----------|-------------------------------------------|
| Keep all essential equipment working safely. | Isolated | Minimal harm or potential for actual harm |
|----------------------------------------------|----------|-------------------------------------------|

|                                                               |          |                                           |
|---------------------------------------------------------------|----------|-------------------------------------------|
| Provide clean bed and bath linens that are in good condition. | Isolated | Minimal harm or potential for actual harm |
|---------------------------------------------------------------|----------|-------------------------------------------|

|                                                           |         |                                           |
|-----------------------------------------------------------|---------|-------------------------------------------|
| Make sure that the attending doctor orders special diets. | Pattern | Minimal harm or potential for actual harm |
|-----------------------------------------------------------|---------|-------------------------------------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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|--------|-------------------------------|------------------------|
| 445258 | SUMMIT VIEW OF FARRAGUT, LLC  | 12823 KINGSTON PIKE    |
| 445259 | SUMMIT VIEW OF LAKE CITY, LLC | 204 INDUSTRIAL PARK RD |
| 445259 | SUMMIT VIEW OF LAKE CITY, LLC | 204 INDUSTRIAL PARK RD |
| 445259 | SUMMIT VIEW OF LAKE CITY, LLC | 204 INDUSTRIAL PARK RD |
| 445259 | SUMMIT VIEW OF LAKE CITY, LLC | 204 INDUSTRIAL PARK RD |
| 445259 | SUMMIT VIEW OF LAKE CITY, LLC | 204 INDUSTRIAL PARK RD |
| 445259 | SUMMIT VIEW OF LAKE CITY, LLC | 204 INDUSTRIAL PARK RD |
| 445259 | SUMMIT VIEW OF LAKE CITY, LLC | 204 INDUSTRIAL PARK RD |
| 445259 | SUMMIT VIEW OF LAKE CITY, LLC | 204 INDUSTRIAL PARK RD |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37923 | (865) 966-0600 |
| LAKE CITY | TN | 37769 | (865) 426-2147 |
| LAKE CITY | TN | 37769 | (865) 426-2147 |
| LAKE CITY | TN | 37769 | (865) 426-2147 |
| LAKE CITY | TN | 37769 | (865) 426-2147 |
| LAKE CITY | TN | 37769 | (865) 426-2147 |
| LAKE CITY | TN | 37769 | (865) 426-2147 |
| LAKE CITY | TN | 37769 | (865) 426-2147 |
| LAKE CITY | TN | 37769 | (865) 426-2147 |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

11/10/2010

11/15/2010

04/24/2008

05/05/2008

04/24/2008

05/05/2008

05/23/2008

06/03/2008

05/23/2008

06/03/2008

07/31/2008

07/31/2008

12/17/2008

12/24/2008

07/21/2009

08/25/2009

11/12/2009

12/01/2009

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Administration Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Administration Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                       |          |                                           |
|-------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Give each resident care and services to get or keep the highest quality of life possible.             | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents.                         | Isolated | Minimal harm or potential for actual harm |
| Give professional services that follow each resident's written care plan.                             | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents.                         | Isolated | Actual harm                               |
| Make sure that nurse aides show they have the skills to be able to care for residents.                | Isolated | Actual harm                               |
| Protect each resident from all abuse, physical punishment, and being separated from others.           | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records.                                                        | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible.             | Isolated | Minimal harm or potential for actual harm |
| Tell the resident or the resident's representative in writing how long the nursing home will hold the | Isolated | Minimal harm or potential for actual harm |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                 |                        |
|--------|---------------------------------|------------------------|
| 445259 | SUMMIT VIEW OF LAKE CITY, LLC   | 204 INDUSTRIAL PARK RD |
| 445260 | BRIARCLIFF HEALTH CARE CENTER   | 100 ELMHURST DR        |
| 445260 | BRIARCLIFF HEALTH CARE CENTER   | 100 ELMHURST DR        |
| 445260 | BRIARCLIFF HEALTH CARE CENTER   | 100 ELMHURST DR        |
| 445260 | BRIARCLIFF HEALTH CARE CENTER   | 100 ELMHURST DR        |
| 445262 | CUMBERLAND MANOR NURSING CENTER | 4343 ASHLAND CITY HWY  |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|           |    |       |                |
|-----------|----|-------|----------------|
| LAKE CITY | TN | 37769 | (865) 426-2147 |
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|           |    |       |                |
|-----------|----|-------|----------------|
| OAK RIDGE | TN | 37830 | (865) 481-3367 |
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| OAK RIDGE | TN | 37830 | (865) 481-3367 |
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| OAK RIDGE | TN | 37830 | (865) 481-3367 |
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| OAK RIDGE | TN | 37830 | (865) 481-3367 |
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|-----------|----|-------|----------------|
| NASHVILLE | TN | 37218 | (615) 726-0492 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

02/18/2011

03/10/2011

01/15/2008

01/16/2008

07/09/2009

07/23/2009

01/21/2011

03/07/2011

01/21/2011

03/07/2011

07/30/2009

08/12/2009

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

the nursing home will hold the resident's bed when the resident temporarily leaves the facility.

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Minimal harm or potential for actual harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Minimal harm or potential for actual harm

Keep accurate and appropriate medical records.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must

Isolated

Minimal harm or potential for actual harm

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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|--------|---------------------------------|-----------------------|
| 445262 | CUMBERLAND MANOR NURSING CENTER | 4343 ASHLAND CITY HWY |
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| 445262 | CUMBERLAND MANOR NURSING CENTER | 4343 ASHLAND CITY HWY |
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| 445264 | LAUGHLIN HEALTH CARE CENTER | 801 E MCKEE ST |
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| 445267 | GREENHILLS HEALTH AND REHABILITATION CENTER | 3939 HILLSBORO CIRCLE |
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| 445267 | GREENHILLS HEALTH AND REHABILITATION CENTER | 3939 HILLSBORO CIRCLE |
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| 445267 | GREENHILLS HEALTH AND REHABILITATION CENTER | 3939 HILLSBORO CIRCLE |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|----|-------|----------------|
| NASHVILLE | TN | 37218 | (615) 726-0492 |
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| NASHVILLE | TN | 37218 | (615) 726-0492 |
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| GREENEVILLE | TN | 37743 | (423) 638-9226 |
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| NASHVILLE | TN | 37215 | (615) 297-2100 |
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| NASHVILLE | TN | 37215 | (615) 297-2100 |
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| NASHVILLE | TN | 37215 | (615) 297-2100 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

07/30/2009

08/12/2009

07/30/2009

08/12/2009

03/04/2009

04/01/2009

01/10/2008

02/24/2008

01/10/2008

02/24/2008

01/10/2008

02/24/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

be transferred or discharged.

|                                                                                                                                                                                                                                                    |          |                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
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|                                                                                                 |          |                                           |
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| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Minimal harm or potential for actual harm |
|-------------------------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                                                                                             |          |                                           |
|---------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them. | Isolated | Minimal harm or potential for actual harm |
|---------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                      |          |                                           |
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| Provide services to meet the needs and preferences of each resident. | Isolated | Minimal harm or potential for actual harm |
|----------------------------------------------------------------------|----------|-------------------------------------------|

|                                                  |            |                                           |
|--------------------------------------------------|------------|-------------------------------------------|
| Have a program to keep infection from spreading. | Widespread | Minimal harm or potential for actual harm |
|--------------------------------------------------|------------|-------------------------------------------|

|                                                                                                  |          |                                           |
|--------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Have enough nurses to care for every resident in a way that maximizes the resident's well being. | Isolated | Minimal harm or potential for actual harm |
|--------------------------------------------------------------------------------------------------|----------|-------------------------------------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                                |                          |
|--------|------------------------------------------------|--------------------------|
| 445267 | GREENHILLS HEALTH AND REHABILITATION<br>CENTER | 3939 HILLSBORO<br>CIRCLE |
| 445267 | GREENHILLS HEALTH AND REHABILITATION<br>CENTER | 3939 HILLSBORO<br>CIRCLE |
| 445267 | GREENHILLS HEALTH AND REHABILITATION<br>CENTER | 3939 HILLSBORO<br>CIRCLE |
| 445267 | GREENHILLS HEALTH AND REHABILITATION<br>CENTER | 3939 HILLSBORO<br>CIRCLE |
| 445267 | GREENHILLS HEALTH AND REHABILITATION<br>CENTER | 3939 HILLSBORO<br>CIRCLE |
| 445267 | GREENHILLS HEALTH AND REHABILITATION<br>CENTER | 3939 HILLSBORO<br>CIRCLE |
| 445267 | GREENHILLS HEALTH AND REHABILITATION<br>CENTER | 3939 HILLSBORO<br>CIRCLE |
| 445267 | GREENHILLS HEALTH AND REHABILITATION<br>CENTER | 3939 HILLSBORO<br>CIRCLE |
| 445267 | GREENHILLS HEALTH AND REHABILITATION<br>CENTER | 3939 HILLSBORO<br>CIRCLE |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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| NASHVILLE | TN | 37215 | (615) 297-2100 |
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| NASHVILLE | TN | 37215 | (615) 297-2100 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

02/01/2008

03/25/2008

02/01/2008

03/25/2008

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03/25/2008

02/01/2008

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03/25/2008

02/01/2008

03/25/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                             |          |                                           |
|---------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Have enough nurses to care for every resident in a way that maximizes the resident's well being.                                            | Pattern  | Actual harm                               |
| Use a registered nurse at least 8 hours a day, 7 days a week.                                                                               | Isolated | Minimal harm or potential for actual harm |
| Be administered in a way that leads to the highest possible level of well being for each resident.                                          | Pattern  | Actual harm                               |
| Make sure that nurse aides show they have the skills to be able to care for residents.                                                      | Pattern  | Actual harm                               |
| Keep complete, dated lab records in the resident's file.                                                                                    | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records.                                                                                              | Isolated | Minimal harm or potential for actual harm |
| Set up or keep a group of people to review and ensure quality.                                                                              | Pattern  | Actual harm                               |
| Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality.                                                                    | Pattern  | Minimal harm or potential for actual harm |



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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| 445267 | GREENHILLS HEALTH AND REHABILITATION<br>CENTER | 3939 HILLSBORO<br>CIRCLE |
| 445267 | GREENHILLS HEALTH AND REHABILITATION<br>CENTER | 3939 HILLSBORO<br>CIRCLE |
| 445267 | GREENHILLS HEALTH AND REHABILITATION<br>CENTER | 3939 HILLSBORO<br>CIRCLE |
| 445267 | GREENHILLS HEALTH AND REHABILITATION<br>CENTER | 3939 HILLSBORO<br>CIRCLE |
| 445267 | GREENHILLS HEALTH AND REHABILITATION<br>CENTER | 3939 HILLSBORO<br>CIRCLE |
| 445267 | GREENHILLS HEALTH AND REHABILITATION<br>CENTER | 3939 HILLSBORO<br>CIRCLE |
| 445267 | GREENHILLS HEALTH AND REHABILITATION<br>CENTER | 3939 HILLSBORO<br>CIRCLE |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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| NASHVILLE | TN | 37215 | (615) 297-2100 |
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| NASHVILLE | TN | 37215 | (615) 297-2100 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

02/01/2008

03/25/2008

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03/25/2008

02/01/2008

03/25/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

quality.

|                                                                                                                                                     |          |                                           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Provide a final summary of the resident's health status and a summary of the resident's stay, when the resident is ready to leave the nursing home. | Isolated | Minimal harm or potential for actual harm |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                                                                  |          |                                           |
|------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene. | Isolated | Minimal harm or potential for actual harm |
|------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                                                 |          |             |
|-------------------------------------------------------------------------------------------------|----------|-------------|
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores. | Isolated | Actual harm |
|-------------------------------------------------------------------------------------------------|----------|-------------|

|                                                                                                                              |          |             |
|------------------------------------------------------------------------------------------------------------------------------|----------|-------------|
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Actual harm |
|------------------------------------------------------------------------------------------------------------------------------|----------|-------------|

|                                                                                                  |          |                                           |
|--------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Give the right treatment and services to residents who have mental or social problems adjusting. | Isolated | Minimal harm or potential for actual harm |
|--------------------------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                            |          |                                           |
|------------------------------------------------------------|----------|-------------------------------------------|
| Make sure that each resident's nutritional needs were met. | Isolated | Minimal harm or potential for actual harm |
|------------------------------------------------------------|----------|-------------------------------------------|

|                                                                                |          |             |
|--------------------------------------------------------------------------------|----------|-------------|
| Give each resident enough fluids to keep them healthy and prevent dehydration. | Isolated | Actual harm |
|--------------------------------------------------------------------------------|----------|-------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

445267

GREENHILLS HEALTH AND REHABILITATION  
CENTER

3939 HILLSBORO  
CIRCLE

445267

GREENHILLS HEALTH AND REHABILITATION  
CENTER

3939 HILLSBORO  
CIRCLE

445267

GREENHILLS HEALTH AND REHABILITATION  
CENTER

3939 HILLSBORO  
CIRCLE

445267

GREENHILLS HEALTH AND REHABILITATION  
CENTER

3939 HILLSBORO  
CIRCLE

445267

GREENHILLS HEALTH AND REHABILITATION

3939 HILLSBORO

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|----|-------|----------------|
| NASHVILLE | TN | 37215 | (615) 297-2100 |
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| NASHVILLE | TN | 37215 | (615) 297-2100 |
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| NASHVILLE | TN | 37215 | (615) 297-2100 |
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| NASHVILLE | TN | 37215 | (615) 297-2100 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

02/01/2008

03/25/2008

02/01/2008

03/25/2008

02/01/2008

03/25/2008

02/01/2008

03/25/2008

09/30/2008

11/01/2008



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                                                                            |            |                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-------------------------------------------|
| 1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.                                                  | Isolated   | Minimal harm or potential for actual harm |
| Listen to the resident or family groups or act on their complaints or suggestions.                                                                                                                                                                         | Widespread | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated   | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.                                                            | Isolated   | Actual harm                               |
| Write and use policies that forbid                                                                                                                                                                                                                         | Isolated   | Minimal harm or potential for actual      |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        | CENTER                                      | CIRCLE                              |
|--------|---------------------------------------------|-------------------------------------|
| 445267 | GREENHILLS HEALTH AND REHABILITATION CENTER | 3939 HILLSBORO CIRCLE               |
| 445268 | LEBANON HEALTH AND REHABILITATION CENTER    | 731 CASTLE HEIGHTS COURT            |
| 445268 | LEBANON HEALTH AND REHABILITATION CENTER    | 731 CASTLE HEIGHTS COURT            |
| 445270 | TENNESSEE VETERANS HOME                     | PO BOX 10299                        |
| 445270 | TENNESSEE VETERANS HOME                     | PO BOX 10299                        |
| 445272 | MABRY HEALTH CARE                           | 1340 N GRUNDY QUARLES HWY P O BOX 7 |
| 445275 | LIFE CARE CENTER OF JEFFERSON CITY          | 336 WEST OLD ANDREW JOHNSON HWY     |
| 445275 | LIFE CARE CENTER OF JEFFERSON CITY          | 336 WEST OLD ANDREW JOHNSON         |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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| NASHVILLE | TN | 37215 | (615) 297-2100 |
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| LEBANON | TN | 37087 | (615) 444-4319 |
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| LEBANON | TN | 37087 | (615) 444-4319 |
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| MURFREESBORO | TN | 37129 | (615) 895-8850 |
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| MURFREESBORO | TN | 37129 | (615) 895-8850 |
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| GAINESBORO | TN | 38562 | (931) 268-0291 |
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| JEFFERSON CITY | TN | 37760 | (865) 475-6097 |
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| JEFFERSON CITY | TN | 37760 | (865) 475-6097 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

03/30/2009

03/30/2009

03/31/2008

05/15/2008

03/31/2008

05/15/2008

02/26/2008

03/03/2008

07/20/2009

08/10/2009

10/20/2009

10/20/2009

01/22/2008

02/01/2008

01/22/2008

01/28/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Fire Safety

Miscellaneous Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                   |            |                                                 |
|-------------------------------------------------------------------------------------------------------------------|------------|-------------------------------------------------|
| mistreatment, neglect and abuse of residents and theft of residents' property.                                    |            | harm                                            |
| fire safety features required by current fire safety codes.                                                       | Isolated   | Minimal harm or potential for actual harm       |
| Give each resident care and services to get or keep the highest quality of life possible.                         | Isolated   | Minimal harm or potential for actual harm       |
| Make sure that the nursing home area is free of dangers that cause accidents.                                     | Isolated   | Minimal harm or potential for actual harm       |
| Give professional services that meet a professional standard of quality.                                          | Widespread | Minimal harm or potential for actual harm       |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated   | Minimal harm or potential for actual harm       |
| Store, cook, and give out food in a safe and clean way.                                                           | Pattern    | Minimal harm or potential for actual harm       |
| Let the resident refuse treatment or refuse to take part in an experiment.                                        | Isolated   | Minimal harm or potential for actual harm       |
| Immediately tell the resident, doctor, and a family member if:                                                    | Isolated   | Immediate jeopardy to resident health or safety |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                    |                                       |
|--------|------------------------------------|---------------------------------------|
|        |                                    | ANDREW JOHNSON<br>HWY                 |
| 445275 | LIFE CARE CENTER OF JEFFERSON CITY | 336 WEST OLD<br>ANDREW JOHNSON<br>HWY |
| 445275 | LIFE CARE CENTER OF JEFFERSON CITY | 336 WEST OLD<br>ANDREW JOHNSON<br>HWY |
| 445275 | LIFE CARE CENTER OF JEFFERSON CITY | 336 WEST OLD<br>ANDREW JOHNSON<br>HWY |
| 445275 | LIFE CARE CENTER OF JEFFERSON CITY | 336 WEST OLD<br>ANDREW JOHNSON<br>HWY |
| 445275 | LIFE CARE CENTER OF JEFFERSON CITY | 336 WEST OLD<br>ANDREW JOHNSON<br>HWY |
| 445275 | LIFE CARE CENTER OF JEFFERSON CITY | 336 WEST OLD<br>ANDREW JOHNSON        |



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

01/22/2008

01/28/2008

01/22/2008

02/04/2008

01/22/2008

01/28/2008

01/22/2008

01/28/2008

01/22/2008

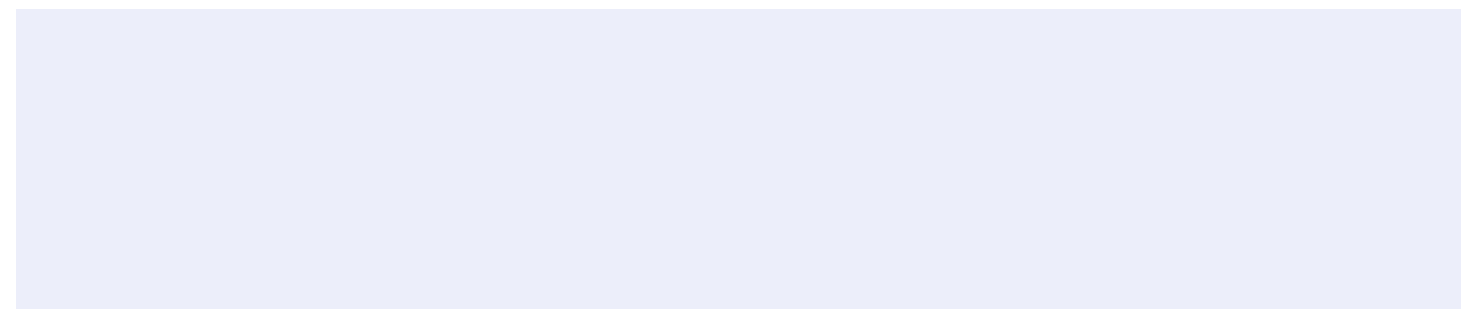
01/28/2008

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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency



Health

Mistreatment Deficiencies



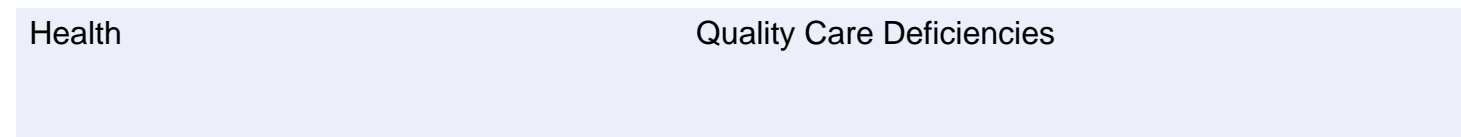
Health

Mistreatment Deficiencies



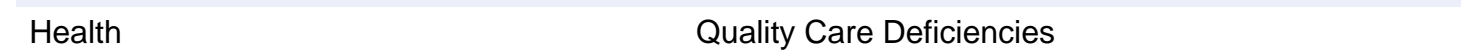
Health

Resident Assessment Deficiencies



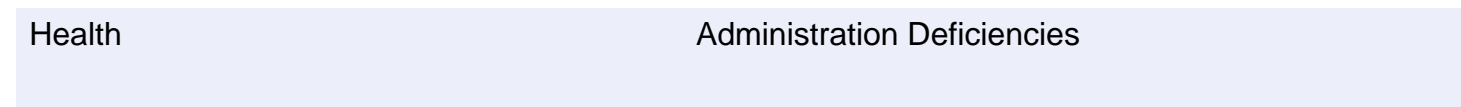
Health

Quality Care Deficiencies



Health

Quality Care Deficiencies



Health

Administration Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                                                               |          |                                                    |
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| doctor, and a family member if:<br>the resident is injured, there is a<br>major change in resident's<br>physical/mental health, there is a<br>need to alter treatment<br>significantly, or the resident must<br>be transferred or discharged. |          | safety                                             |
| Protect residents from<br>mistreatment, neglect, and/or<br>theft of personal property.                                                                                                                                                        | Isolated | Immediate jeopardy to resident health or<br>safety |
| Write and use policies that forbid<br>mistreatment, neglect and abuse<br>of residents and theft of residents'<br>property.                                                                                                                    | Isolated | Immediate jeopardy to resident health or<br>safety |
| Make a complete assessment<br>that covers all questions for areas<br>that are listed in official<br>regulations.                                                                                                                              | Isolated | Minimal harm or potential for actual<br>harm       |
| Give professional services that<br>meet a professional standard of<br>quality.                                                                                                                                                                | Isolated | Immediate jeopardy to resident health or<br>safety |
| Give each resident care and<br>services to get or keep the<br>highest quality of life possible.                                                                                                                                               | Isolated | Immediate jeopardy to resident health or<br>safety |
| Be administered in a way that<br>leads to the highest possible level                                                                                                                                                                          | Isolated | Immediate jeopardy to resident health or<br>safety |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                                      |                                       |
|--------|------------------------------------------------------|---------------------------------------|
|        |                                                      | HWY                                   |
| 445275 | LIFE CARE CENTER OF JEFFERSON CITY                   | 336 WEST OLD<br>ANDREW JOHNSON<br>HWY |
| 445275 | LIFE CARE CENTER OF JEFFERSON CITY                   | 336 WEST OLD<br>ANDREW JOHNSON<br>HWY |
| 445275 | LIFE CARE CENTER OF JEFFERSON CITY                   | 336 WEST OLD<br>ANDREW JOHNSON<br>HWY |
| 445275 | LIFE CARE CENTER OF JEFFERSON CITY                   | 336 WEST OLD<br>ANDREW JOHNSON<br>HWY |
| 445276 | CUMBERLAND VILLAGE CARE AND<br>REHABILITATION CENTER | 136 DAVIS LANE                        |
| 445276 | CUMBERLAND VILLAGE CARE AND<br>REHABILITATION CENTER | 136 DAVIS LANE                        |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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| JEFFERSON CITY | TN | 37760 | (865) 475-6097 |
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| JEFFERSON CITY | TN | 37760 | (865) 475-6097 |
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| JEFFERSON CITY | TN | 37760 | (865) 475-6097 |
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| JEFFERSON CITY | TN | 37760 | (865) 475-6097 |
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| LAFOLLETTE | TN | 37766 | (423) 562-0760 |
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| LAFOLLETTE | TN | 37766 | (423) 562-0760 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

01/22/2008

01/28/2008

08/27/2008

09/19/2008

08/27/2008

09/19/2008

11/11/2008

11/11/2008

01/15/2008

01/29/2008

01/23/2008

01/24/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Fire Safety

Miscellaneous Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                                                                            |          |                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------|
| of well being for each resident.                                                                                                                                                                                                                           |          |                                                 |
| Keep accurate and appropriate medical records.                                                                                                                                                                                                             | Isolated | Minimal harm or potential for actual harm       |
| Keep accurate and appropriate medical records.                                                                                                                                                                                                             | Isolated | Minimal harm or potential for actual harm       |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm       |
| fire safety features required by current fire safety codes.                                                                                                                                                                                                | Isolated | Minimal harm or potential for actual harm       |
| Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.                                                                                    | Isolated | Minimal harm or potential for actual harm       |
| Make sure that the nursing home area is free of dangers that cause accidents.                                                                                                                                                                              | Isolated | Immediate jeopardy to resident health or safety |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                                      |                |
|--------|------------------------------------------------------|----------------|
| 445276 | CUMBERLAND VILLAGE CARE AND<br>REHABILITATION CENTER | 136 DAVIS LANE |
| 445278 | BROOKEWOOD NURSING CENTER, INC                       | 332 RIVER ROAD |
| 445278 | BROOKEWOOD NURSING CENTER, INC                       | 332 RIVER ROAD |
| 445278 | BROOKEWOOD NURSING CENTER, INC                       | 332 RIVER ROAD |
| 445278 | BROOKEWOOD NURSING CENTER, INC                       | 332 RIVER ROAD |
| 445278 | BROOKEWOOD NURSING CENTER, INC                       | 332 RIVER ROAD |
| 445278 | BROOKEWOOD NURSING CENTER, INC                       | 332 RIVER ROAD |
| 445278 | BROOKEWOOD NURSING CENTER, INC                       | 332 RIVER ROAD |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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| LAFOLLETTE | TN | 37766 | (423) 562-0760 |
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| DECATUR | TN | 37322 | (423) 334-3002 |
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| DECATUR | TN | 37322 | (423) 334-3002 |
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| DECATUR | TN | 37322 | (423) 334-3002 |
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| DECATUR | TN | 37322 | (423) 334-3002 |
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| DECATUR | TN | 37322 | (423) 334-3002 |
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| DECATUR | TN | 37322 | (423) 334-3002 |
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| DECATUR | TN | 37322 | (423) 334-3002 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

01/23/2008

01/24/2008

01/18/2008

01/31/2008

01/18/2008

01/31/2008

01/18/2008

01/31/2008

01/18/2008

01/31/2008

07/09/2008

07/09/2008

03/09/2009

03/31/2009

03/09/2009

03/31/2009

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                              |          |                                                 |
|------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------|
| Be administered in a way that leads to the highest possible level of well being for each resident.                           | Isolated | Immediate jeopardy to resident health or safety |
| Make a complete assessment that covers all questions for areas that are listed in official regulations.                      | Isolated | Minimal harm or potential for actual harm       |
| Give professional services that meet a professional standard of quality.                                                     | Isolated | Minimal harm or potential for actual harm       |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm       |
| Make sure that the nursing home area is free of dangers that cause accidents.                                                | Isolated | Minimal harm or potential for actual harm       |
| Make sure that the nursing home area is free of dangers that cause accidents.                                                | Isolated | Actual harm                                     |
| Protect each resident from all abuse, physical punishment, and being separated from others.                                  | Isolated | Actual harm                                     |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents'                      | Isolated | Minimal harm or potential for actual harm       |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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|--------|---------------------------------------------|--------------------|
| 445278 | BROOKEWOOD NURSING CENTER, INC              | 332 RIVER ROAD     |
| 445284 | WILLOW RIDGE CARE AND REHABILITATION CENTER | 215 RICHARDSON WAY |
| 445284 | WILLOW RIDGE CARE AND REHABILITATION CENTER | 215 RICHARDSON WAY |
| 445288 | HUNTSVILLE MANOR                            | 287 BAKER STREET   |
| 445288 | HUNTSVILLE MANOR                            | 287 BAKER STREET   |
| 445288 | HUNTSVILLE MANOR                            | 287 BAKER STREET   |
| 445288 | HUNTSVILLE MANOR                            | 287 BAKER STREET   |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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|---------|----|-------|----------------|
| DECATUR | TN | 37322 | (423) 334-3002 |
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|              |    |       |                |
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| MAYNARDVILLE | TN | 37807 | (865) 992-5816 |
|--------------|----|-------|----------------|

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| MAYNARDVILLE | TN | 37807 | (865) 992-5816 |
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| HUNTSVILLE | TN | 37756 | (423) 663-3600 |
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| HUNTSVILLE | TN | 37756 | (423) 663-3600 |
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| HUNTSVILLE | TN | 37756 | (423) 663-3600 |
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| HUNTSVILLE | TN | 37756 | (423) 663-3600 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

01/27/2011

03/10/2011

03/25/2008

04/18/2008

03/25/2008

04/18/2008

01/04/2008

02/05/2008

02/25/2008

03/31/2008

02/25/2008

03/31/2008

02/25/2008

03/31/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

property.

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Minimal harm or potential for actual harm

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Isolated

Minimal harm or potential for actual harm

Provide care in a way that keeps or builds each resident's dignity and self respect.

Isolated

Minimal harm or potential for actual harm

Make a complete assessment that covers all questions for areas that are listed in official regulations.

Isolated

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Keep accurate and appropriate medical records.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if:

Isolated

Minimal harm or potential for actual harm

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

445288

HUNTSVILLE MANOR

287 BAKER STREET

445288

HUNTSVILLE MANOR

287 BAKER STREET

445288

HUNTSVILLE MANOR

287 BAKER STREET

445288

HUNTSVILLE MANOR

287 BAKER STREET

445288

HUNTSVILLE MANOR

287 BAKER STREET

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| HUNTSVILLE | TN | 37756 | (423) 663-3600 |
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| HUNTSVILLE | TN | 37756 | (423) 663-3600 |
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| HUNTSVILLE | TN | 37756 | (423) 663-3600 |
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| HUNTSVILLE | TN | 37756 | (423) 663-3600 |
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| HUNTSVILLE | TN | 37756 | (423) 663-3600 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

04/15/2008

05/01/2008

04/15/2008

04/28/2008

04/15/2008

04/28/2008

04/18/2008

05/20/2008

04/18/2008

05/15/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Properly hold, secure and manage each resident's personal money which is deposited with the nursing home.

Isolated

Minimal harm or potential for actual harm

Have a program to keep infection from spreading.

Isolated

Minimal harm or potential for actual harm

Give professional services that follow each resident's written care plan.

Isolated

Minimal harm or potential for actual harm

Develop a complete care plan that meets all of a resident's needs, with timetables and

Isolated

Minimal harm or potential for actual harm



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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| 445288 | HUNTSVILLE MANOR | 287 BAKER STREET |
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| 445288 | HUNTSVILLE MANOR | 287 BAKER STREET |
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| 445288 | HUNTSVILLE MANOR | 287 BAKER STREET |
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| 445288 | HUNTSVILLE MANOR | 287 BAKER STREET |
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| 445288 | HUNTSVILLE MANOR | 287 BAKER STREET |
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| 445288 | HUNTSVILLE MANOR | 287 BAKER STREET |
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| 445288 | HUNTSVILLE MANOR | 287 BAKER STREET |
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| 445288 | HUNTSVILLE MANOR | 287 BAKER STREET |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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| HUNTSVILLE | TN | 37756 | (423) 663-3600 |
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| HUNTSVILLE | TN | 37756 | (423) 663-3600 |
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| HUNTSVILLE | TN | 37756 | (423) 663-3600 |
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| HUNTSVILLE | TN | 37756 | (423) 663-3600 |
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| HUNTSVILLE | TN | 37756 | (423) 663-3600 |
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| HUNTSVILLE | TN | 37756 | (423) 663-3600 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

04/18/2008

05/12/2008

04/18/2008

05/15/2008

06/13/2008

06/30/2008

08/26/2008

09/08/2008

08/26/2008

09/08/2008

08/26/2008

09/08/2008

12/19/2008

12/24/2008

05/07/2009

05/19/2009

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

actions that can be measured.

|                                                                                                         |          |                                           |
|---------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
|---------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                    |          |                                           |
|----------------------------------------------------|----------|-------------------------------------------|
| Try to resolve each resident's complaints quickly. | Isolated | Minimal harm or potential for actual harm |
|----------------------------------------------------|----------|-------------------------------------------|

|                                                |          |                                           |
|------------------------------------------------|----------|-------------------------------------------|
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
|------------------------------------------------|----------|-------------------------------------------|

|                                                                         |          |                                           |
|-------------------------------------------------------------------------|----------|-------------------------------------------|
| Check and update (if needed) each resident's assessment every 3 months. | Isolated | Minimal harm or potential for actual harm |
|-------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                                                                                             |          |                                           |
|---------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them. | Isolated | Minimal harm or potential for actual harm |
|---------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                         |          |                                           |
|---------------------------------------------------------|----------|-------------------------------------------|
| Store, cook, and give out food in a safe and clean way. | Isolated | Minimal harm or potential for actual harm |
|---------------------------------------------------------|----------|-------------------------------------------|

|                                                                                                                          |          |                                           |
|--------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
|--------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                                               |          |                                           |
|-----------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Make sure all assessments are accurate, coordinated by an RN, done by the right professional, | Isolated | Minimal harm or potential for actual harm |
|-----------------------------------------------------------------------------------------------|----------|-------------------------------------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                  |                  |
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| 445288 | HUNTSVILLE MANOR | 287 BAKER STREET |
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| 445288 | HUNTSVILLE MANOR | 287 BAKER STREET |
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| 445288 | HUNTSVILLE MANOR | 287 BAKER STREET |
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| 445288 | HUNTSVILLE MANOR | 287 BAKER STREET |
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| 445288 | HUNTSVILLE MANOR | 287 BAKER STREET |
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|--------|--------------------------|-------------------|
| 445291 | ERWIN HEALTH CARE CENTER | 100 STALLING LANE |
|--------|--------------------------|-------------------|

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| 445291 | ERWIN HEALTH CARE CENTER | 100 STALLING LANE |
|--------|--------------------------|-------------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| HUNTSVILLE | TN | 37756 | (423) 663-3600 |
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| HUNTSVILLE | TN | 37756 | (423) 663-3600 |
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| HUNTSVILLE | TN | 37756 | (423) 663-3600 |
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| HUNTSVILLE | TN | 37756 | (423) 663-3600 |
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| HUNTSVILLE | TN | 37756 | (423) 663-3600 |
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| ERWIN | TN | 37650 | (423) 743-4131 |
|-------|----|-------|----------------|

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|-------|----|-------|----------------|
| ERWIN | TN | 37650 | (423) 743-4131 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

04/15/2010

05/03/2010

04/15/2010

04/26/2010

12/16/2010

12/31/2010

12/16/2010

12/31/2010

12/16/2010

12/31/2010

05/30/2008

06/19/2008

05/30/2008

06/19/2008



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                             |          |                                           |
|---------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| done by the right professional, and are signed by the person completing them.                                                               |          |                                           |
| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.                 | Isolated | Minimal harm or potential for actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property.                                                            | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.                            | Isolated | Minimal harm or potential for actual harm |
| Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them. | Isolated | Minimal harm or potential for actual harm |
| Keep all essential equipment working safely.                                                                                                | Pattern  | Minimal harm or potential for actual harm |
| Bill properly: Charged resident for items that Medicare or Medicaid pays for.                                                               | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan                                                                                                             | Isolated | Minimal harm or potential for actual      |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                          |                   |
|--------|--------------------------|-------------------|
| 445291 | ERWIN HEALTH CARE CENTER | 100 STALLING LANE |
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| 445291 | ERWIN HEALTH CARE CENTER | 100 STALLING LANE |
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| 445292 | BEECH TREE MANOR | 240 HOSPITAL LANE,<br>PO BOX 300 |
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| 445292 | BEECH TREE MANOR | 240 HOSPITAL LANE,<br>PO BOX 300 |
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| 445292 | BEECH TREE MANOR | 240 HOSPITAL LANE,<br>PO BOX 300 |
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| 445292 | BEECH TREE MANOR | 240 HOSPITAL LANE,<br>PO BOX 300 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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|-------|----|-------|----------------|
| ERWIN | TN | 37650 | (423) 743-4131 |
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|       |    |       |                |
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| ERWIN | TN | 37650 | (423) 743-4131 |
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|         |    |       |                |
|---------|----|-------|----------------|
| JELLICO | TN | 37762 | (423) 784-6626 |
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| JELLICO | TN | 37762 | (423) 784-6626 |
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| JELLICO | TN | 37762 | (423) 784-6626 |
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|---------|----|-------|----------------|
| JELLICO | TN | 37762 | (423) 784-6626 |
|---------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

05/30/2008

06/19/2008

12/02/2010

12/17/2010

01/25/2008

02/28/2008

05/20/2008

06/21/2008

08/27/2008

09/16/2008

04/20/2009

05/19/2009

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.

harm

Keep accurate and appropriate medical records.

Isolated

Minimal harm or potential for actual harm

Quickly give a resident's personal money to the heads of his or her estate after the resident's death.

Widespread

Minimal harm or potential for actual harm

Properly hold, secure and manage each resident's personal money which is deposited with the nursing home.

Isolated

Minimal harm or potential for actual harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Provide services to meet the needs and preferences of each resident.

Isolated

Minimal harm or potential for actual harm

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                 |                                  |
|--------|---------------------------------|----------------------------------|
| 445292 | BEECH TREE MANOR                | 240 HOSPITAL LANE,<br>PO BOX 300 |
| 445292 | BEECH TREE MANOR                | 240 HOSPITAL LANE,<br>PO BOX 300 |
| 445292 | BEECH TREE MANOR                | 240 HOSPITAL LANE,<br>PO BOX 300 |
| 445292 | BEECH TREE MANOR                | 240 HOSPITAL LANE,<br>PO BOX 300 |
| 445293 | MEMPHIS JEWISH HOME             | 36 BAZEBERRY ROAD                |
| 445294 | LIFE CARE CENTER OF COLLEGEDALE | PO BOX 658, 9210<br>APISON PIKE  |
| 445294 | LIFE CARE CENTER OF COLLEGEDALE | PO BOX 658, 9210<br>APISON PIKE  |
| 445295 | HOLSTON MANOR                   | 3641 MEMORIAL BLVD               |



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|         |    |       |                |
|---------|----|-------|----------------|
| JELLICO | TN | 37762 | (423) 784-6626 |
|---------|----|-------|----------------|

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| JELLICO | TN | 37762 | (423) 784-6626 |
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| JELLICO | TN | 37762 | (423) 784-6626 |
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| JELLICO | TN | 37762 | (423) 784-6626 |
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| CORDOVA | TN | 38018 | (901) 758-0036 |
|---------|----|-------|----------------|

|             |    |       |                |
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| COLLEGEDALE | TN | 37315 | (423) 396-2182 |
|-------------|----|-------|----------------|

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| COLLEGEDALE | TN | 37315 | (423) 396-2182 |
|-------------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| KINGSPORT | TN | 37664 | (423) 246-2411 |
|-----------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

06/01/2009

06/30/2009

06/24/2010

07/17/2010

06/24/2010

07/17/2010

06/24/2010

07/17/2010

03/01/2011

04/01/2011

08/21/2008

08/22/2008

06/23/2009

07/31/2009

04/07/2008

04/08/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Pharmacy Service Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Mistreatment Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                 |          |                                           |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Keep accurate and appropriate medical records.                                                                                                                                                  | Isolated | Minimal harm or potential for actual harm |
| Properly mark drugs and other similar products.                                                                                                                                                 | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.                                                                               | Isolated | Minimal harm or potential for actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others.                                                                                                     | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records.                                                                                                                                                  | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Store, cook, and give out food in a safe and clean way.                                                                                                                                         | Pattern  | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.                                                                               | Isolated | Minimal harm or potential for actual harm |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                |                        |
|--------|--------------------------------|------------------------|
| 445295 | HOLSTON MANOR                  | 3641 MEMORIAL BLVD     |
| 445295 | HOLSTON MANOR                  | 3641 MEMORIAL BLVD     |
| 445295 | HOLSTON MANOR                  | 3641 MEMORIAL BLVD     |
| 445295 | HOLSTON MANOR                  | 3641 MEMORIAL BLVD     |
| 445295 | HOLSTON MANOR                  | 3641 MEMORIAL BLVD     |
| 445295 | HOLSTON MANOR                  | 3641 MEMORIAL BLVD     |
| 445295 | HOLSTON MANOR                  | 3641 MEMORIAL BLVD     |
| 445295 | HOLSTON MANOR                  | 3641 MEMORIAL BLVD     |
| 445296 | LIFE CARE CENTER OF EAST RIDGE | 1500 FINCHER<br>AVENUE |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|            |    |       |                |
|------------|----|-------|----------------|
| KINGSPORT  | TN | 37664 | (423) 246-2411 |
| KINGSPORT  | TN | 37664 | (423) 246-2411 |
| KINGSPORT  | TN | 37664 | (423) 246-2411 |
| KINGSPORT  | TN | 37664 | (423) 246-2411 |
| KINGSPORT  | TN | 37664 | (423) 246-2411 |
| KINGSPORT  | TN | 37664 | (423) 246-2411 |
| KINGSPORT  | TN | 37664 | (423) 246-2411 |
| KINGSPORT  | TN | 37664 | (423) 246-2411 |
| EAST RIDGE | TN | 37412 | (423) 894-1254 |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

04/07/2008

04/08/2008

05/28/2008

06/11/2008

11/17/2008

11/28/2008

02/03/2009

02/20/2009

07/29/2009

08/16/2009

12/07/2009

12/06/2009

12/07/2009

12/06/2009

03/04/2011

03/18/2011

09/10/2008

09/29/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                              |          |                                           |
|------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Protect each resident from all abuse, physical punishment, and being separated from others.                                  | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records.                                                                               | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality.                                                     | Isolated | Minimal harm or potential for actual harm |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents.                                                | Isolated | Minimal harm or potential for actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property.                                             | Isolated | Minimal harm or potential for actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others.                                  | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents.                                                | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the                                                                      | Isolated | Minimal harm or potential for actual harm |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                |                                 |
|--------|--------------------------------|---------------------------------|
|        |                                | AVENUE                          |
| 445297 | NORTHHAVEN HEALTH CARE CENTER  | 3300 BROADWAY NE                |
| 445297 | NORTHHAVEN HEALTH CARE CENTER  | 3300 BROADWAY NE                |
| 445298 | LIFE CARE CENTER OF ATHENS     | 1234 FRYE STREET,<br>PO BOX 786 |
| 445298 | LIFE CARE CENTER OF ATHENS     | 1234 FRYE STREET,<br>PO BOX 786 |
| 445300 | RIDGEVIEW TERRACE OF LIFE CARE | PO BOX 26 COFFEY<br>LANE        |
| 445300 | RIDGEVIEW TERRACE OF LIFE CARE | PO BOX 26 COFFEY<br>LANE        |
| 445300 | RIDGEVIEW TERRACE OF LIFE CARE | PO BOX 26 COFFEY                |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37917 | (865) 689-2052 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37917 | (865) 689-2052 |
|-----------|----|-------|----------------|

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|--------|----|-------|----------------|
| ATHENS | TN | 37371 | (423) 745-8181 |
|--------|----|-------|----------------|

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|--------|----|-------|----------------|
| ATHENS | TN | 37371 | (423) 745-8181 |
|--------|----|-------|----------------|

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| RUTLEDGE | TN | 37861 | (865) 828-5295 |
|----------|----|-------|----------------|

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| RUTLEDGE | TN | 37861 | (865) 828-5295 |
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| RUTLEDGE | TN | 37861 | (865) 828-5295 |
|----------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

12/10/2008

12/19/2008

12/10/2008

12/19/2008

01/15/2008

01/25/2008

10/06/2008

11/01/2008

03/25/2008

05/05/2008

03/25/2008

05/05/2008

12/04/2008

12/19/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                                                                            |          |                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| services to get or keep the highest quality of life possible.                                                                                                                                                                                              |          | harm                                      |
| Give professional services that meet a professional standard of quality.                                                                                                                                                                                   | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible.                                                                                                                                                                  | Isolated | Minimal harm or potential for actual harm |
| Get proof that a nurse aide has the training and skills that the State requires.                                                                                                                                                                           | Isolated | Minimal harm or potential for actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property.                                                                                                                                                                           | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality.                                                                                                                                                                                   | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan                                                                                                                                                                                                                               | Isolated | Minimal harm or potential for actual      |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

LANE

445300

RIDGEVIEW TERRACE OF LIFE CARE

PO BOX 26 COFFEY  
LANE

445300

RIDGEVIEW TERRACE OF LIFE CARE

PO BOX 26 COFFEY  
LANE

445300

RIDGEVIEW TERRACE OF LIFE CARE

PO BOX 26 COFFEY  
LANE

445300

RIDGEVIEW TERRACE OF LIFE CARE

PO BOX 26 COFFEY  
LANE

445302

LIFE CARE CENTER OF ELIZABETHTON

1641 HIGHWAY 19E

445302

LIFE CARE CENTER OF ELIZABETHTON

1641 HIGHWAY 19E

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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|----------|----|-------|----------------|
| RUTLEDGE | TN | 37861 | (865) 828-5295 |
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| RUTLEDGE | TN | 37861 | (865) 828-5295 |
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| RUTLEDGE | TN | 37861 | (865) 828-5295 |
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| RUTLEDGE | TN | 37861 | (865) 828-5295 |
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|              |    |       |                |
|--------------|----|-------|----------------|
| ELIZABETHTON | TN | 37643 | (423) 542-4133 |
|--------------|----|-------|----------------|

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|--------------|----|-------|----------------|
| ELIZABETHTON | TN | 37643 | (423) 542-4133 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

02/10/2009

02/27/2009

02/10/2009

02/27/2009

02/10/2009

02/27/2009

02/10/2009

02/27/2009

01/16/2008

02/02/2008

01/16/2008

02/02/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

that meets all of a resident's needs, with timetables and actions that can be measured.

harm

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.

Isolated

Actual harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Make a complete assessment that covers all questions for areas that are listed in official regulations.

Isolated

Actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Make a complete assessment

Isolated

Minimal harm or potential for actual

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                  |                    |
|--------|----------------------------------|--------------------|
| 445302 | LIFE CARE CENTER OF ELIZABETHTON | 1641 HIGHWAY 19E   |
| 445302 | LIFE CARE CENTER OF ELIZABETHTON | 1641 HIGHWAY 19E   |
| 445302 | LIFE CARE CENTER OF ELIZABETHTON | 1641 HIGHWAY 19E   |
| 445302 | LIFE CARE CENTER OF ELIZABETHTON | 1641 HIGHWAY 19E   |
| 445302 | LIFE CARE CENTER OF ELIZABETHTON | 1641 HIGHWAY 19E   |
| 445302 | LIFE CARE CENTER OF ELIZABETHTON | 1641 HIGHWAY 19E   |
| 445302 | LIFE CARE CENTER OF ELIZABETHTON | 1641 HIGHWAY 19E   |
| 445303 | NORRIS HEALTH AND REHABILITATION | 3382 ANDERSONVILLE |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| ELIZABETHTON | TN | 37643 | (423) 542-4133 |
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| ELIZABETHTON | TN | 37643 | (423) 542-4133 |
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| ELIZABETHTON | TN | 37643 | (423) 542-4133 |
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| ELIZABETHTON | TN | 37643 | (423) 542-4133 |
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| ELIZABETHTON | TN | 37643 | (423) 542-4133 |
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| ELIZABETHTON | TN | 37643 | (423) 542-4133 |
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| ELIZABETHTON | TN | 37643 | (423) 542-4133 |
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| ANDERSONVILLE | TN | 37705 | (865) 494-0986 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

01/16/2008

02/02/2008

01/16/2008

02/02/2008

01/16/2008

02/02/2008

01/16/2008

02/02/2008

10/28/2008

11/05/2008

10/28/2008

11/05/2008

04/16/2009

05/26/2009

06/02/2008

07/10/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Nutrition and Dietary Deficiencies

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                             |          |                                           |
|-----------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| that covers all questions for areas that are listed in official regulations.                                                |          | harm                                      |
| Give professional services that follow each resident's written care plan.                                                   | Isolated | Minimal harm or potential for actual harm |
| Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.                 | Isolated | Minimal harm or potential for actual harm |
| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly. | Pattern  | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records.                                                                              | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records.                                                                              | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality.                                                    | Isolated | Minimal harm or potential for actual harm |
| Listen to the resident or family groups or act on their complaints or suggestions.                                          | Isolated | Minimal harm or potential for actual harm |
| Give professional services that                                                                                             | Isolated | Minimal harm or potential for actual      |



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                            |                               |
|--------|--------------------------------------------|-------------------------------|
| 445303 | NORRIS HEALTH AND REHABILITATION<br>CENTER | 3382 ANDERSONVILLE<br>HIGHWAY |
| 445303 | NORRIS HEALTH AND REHABILITATION<br>CENTER | 3382 ANDERSONVILLE<br>HIGHWAY |
| 445303 | NORRIS HEALTH AND REHABILITATION<br>CENTER | 3382 ANDERSONVILLE<br>HIGHWAY |
| 445303 | NORRIS HEALTH AND REHABILITATION<br>CENTER | 3382 ANDERSONVILLE<br>HIGHWAY |
| 445303 | NORRIS HEALTH AND REHABILITATION<br>CENTER | 3382 ANDERSONVILLE<br>HIGHWAY |
| 445303 | NORRIS HEALTH AND REHABILITATION<br>CENTER | 3382 ANDERSONVILLE<br>HIGHWAY |
| 445303 | NORRIS HEALTH AND REHABILITATION<br>CENTER | 3382 ANDERSONVILLE<br>HIGHWAY |
| 445303 | NORRIS HEALTH AND REHABILITATION<br>CENTER | 3382 ANDERSONVILLE<br>HIGHWAY |
| 445303 | NORRIS HEALTH AND REHABILITATION<br>CENTER | 3382 ANDERSONVILLE<br>HIGHWAY |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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|---------------|----|-------|----------------|
| ANDERSONVILLE | TN | 37705 | (865) 494-0986 |
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| ANDERSONVILLE | TN | 37705 | (865) 494-0986 |
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| ANDERSONVILLE | TN | 37705 | (865) 494-0986 |
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| ANDERSONVILLE | TN | 37705 | (865) 494-0986 |
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| ANDERSONVILLE | TN | 37705 | (865) 494-0986 |
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| ANDERSONVILLE | TN | 37705 | (865) 494-0986 |
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| ANDERSONVILLE | TN | 37705 | (865) 494-0986 |
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| ANDERSONVILLE | TN | 37705 | (865) 494-0986 |
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| ANDERSONVILLE | TN | 37705 | (865) 494-0986 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

06/02/2008

07/10/2008

06/02/2008

07/10/2008

06/02/2008

07/10/2008

06/02/2008

07/10/2008

08/07/2008

08/29/2008

06/09/2009

08/20/2009

06/09/2009

08/20/2009

06/09/2009

08/20/2009

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                           |
|--------|---------------------------|
| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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|        |                           |
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| Health | Mistreatment Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Administration Deficiencies |
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| Health | Resident Assessment Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Quality Care Deficiencies |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                          |          |                                           |
|--------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Give professional services that meet a professional standard of quality.                                                 | Isolated | Minimal harm or potential for actual harm |
| Let the resident refuse treatment or refuse to take part in an experiment.                                               | Isolated | Minimal harm or potential for actual harm |
| Keep each resident free from physical restraints, unless needed for medical treatment.                                   | Isolated | Minimal harm or potential for actual harm |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents.                                            | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records.                                                                           | Isolated | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations.                  | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents.                                            | Isolated | Actual harm                               |
| Have enough nurses to care for                                                                                           | Isolated | Actual harm                               |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                            |                               |
|--------|--------------------------------------------|-------------------------------|
| 445303 | NORRIS HEALTH AND REHABILITATION<br>CENTER | 3382 ANDERSONVILLE<br>HIGHWAY |
| 445303 | NORRIS HEALTH AND REHABILITATION<br>CENTER | 3382 ANDERSONVILLE<br>HIGHWAY |
| 445303 | NORRIS HEALTH AND REHABILITATION<br>CENTER | 3382 ANDERSONVILLE<br>HIGHWAY |
| 445303 | NORRIS HEALTH AND REHABILITATION<br>CENTER | 3382 ANDERSONVILLE<br>HIGHWAY |
| 445303 | NORRIS HEALTH AND REHABILITATION<br>CENTER | 3382 ANDERSONVILLE<br>HIGHWAY |
| 445303 | NORRIS HEALTH AND REHABILITATION<br>CENTER | 3382 ANDERSONVILLE<br>HIGHWAY |
| 445303 | NORRIS HEALTH AND REHABILITATION<br>CENTER | 3382 ANDERSONVILLE<br>HIGHWAY |
| 445303 | NORRIS HEALTH AND REHABILITATION<br>CENTER | 3382 ANDERSONVILLE<br>HIGHWAY |
| 445303 | NORRIS HEALTH AND REHABILITATION           | 3382 ANDERSONVILLE            |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|               |    |       |                |
|---------------|----|-------|----------------|
| ANDERSONVILLE | TN | 37705 | (865) 494-0986 |
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| ANDERSONVILLE | TN | 37705 | (865) 494-0986 |
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| ANDERSONVILLE | TN | 37705 | (865) 494-0986 |
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| ANDERSONVILLE | TN | 37705 | (865) 494-0986 |
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| ANDERSONVILLE | TN | 37705 | (865) 494-0986 |
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| ANDERSONVILLE | TN | 37705 | (865) 494-0986 |
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| ANDERSONVILLE | TN | 37705 | (865) 494-0986 |
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| ANDERSONVILLE | TN | 37705 | (865) 494-0986 |
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|---------------|----|-------|----------------|
| ANDERSONVILLE | TN | 37705 | (865) 494-0986 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

06/09/2009

08/20/2009

06/09/2009

08/20/2009

04/15/2010

05/30/2010

03/03/2011

03/28/2011

03/03/2011

03/28/2011

03/03/2011

03/28/2011

03/03/2011

03/28/2011

03/03/2011

03/28/2011



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                      |          |                                           |
|----------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Have enough nurses to care for every resident in a way that maximizes the resident's well being.                     | Isolated | Actual harm                               |
| Provide services to meet the needs and preferences of each resident.                                                 | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality.                                             | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is safe, easy to use, clean and comfortable.                                    | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents.                                        | Pattern  | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records.                                                                       | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality.                                             | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents who                                                                                         | Isolated | Minimal harm or potential for actual      |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                              |                            |
|--------|----------------------------------------------|----------------------------|
| 445303 | NORRIS HEALTH AND REHABILITATION CENTER      | 3382 ANDERSONVILLE HIGHWAY |
| 445303 | NORRIS HEALTH AND REHABILITATION CENTER      | 3382 ANDERSONVILLE HIGHWAY |
| 445306 | THE BRIDGE AT HIGHLAND                       | 215 HIGHLAND CIRCLE DRIVE  |
| 445308 | TRENTON PLACE CARE AND REHABILITATION CENTER | 2036 HIGHWAY 45 BYPASS     |
| 445308 | TRENTON PLACE CARE AND REHABILITATION CENTER | 2036 HIGHWAY 45 BYPASS     |
| 445308 | TRENTON PLACE CARE AND REHABILITATION CENTER | 2036 HIGHWAY 45 BYPASS     |
| 445314 | LIFE CARE CENTER OF MORRISTOWN               | 501 WEST ECONOMY ROAD      |
| 445314 | LIFE CARE CENTER OF MORRISTOWN               | 501 WEST ECONOMY ROAD      |
| 445314 | LIFE CARE CENTER OF MORRISTOWN               | 501 WEST ECONOMY           |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|               |    |       |                |
|---------------|----|-------|----------------|
| ANDERSONVILLE | TN | 37705 | (865) 494-0986 |
| ANDERSONVILLE | TN | 37705 | (865) 494-0986 |
| PORTLAND      | TN | 37148 | (615) 325-9263 |
| TRENTON       | TN | 38382 | (731) 855-4500 |
| TRENTON       | TN | 38382 | (731) 855-4500 |
| TRENTON       | TN | 38382 | (731) 855-4500 |
| MORRISTOWN    | TN | 37814 | (423) 581-5435 |
| MORRISTOWN    | TN | 37814 | (423) 581-5435 |
| MORRISTOWN    | TN | 37814 | (423) 581-5435 |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

03/03/2011

03/28/2011

12/03/2008

01/20/2009

03/11/2008

03/26/2008

04/29/2008

05/13/2008

04/29/2008

05/13/2008

09/03/2009

09/30/2009

09/15/2009

09/30/2009

08/27/2010

09/18/2010

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                   |          |                                           |
|-------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.  | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.                   | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading.                                                                  | Isolated | Actual harm                               |
| Give professional services that follow each resident's written care plan.                                         | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible.                         | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents.                                     | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality.                                          | Isolated | Minimal harm or potential for actual harm |
| Keep each resident free from                                                                                      | Isolated | Minimal harm or potential for actual      |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                |                        |
|--------|--------------------------------|------------------------|
| 445314 | LIFE CARE CENTER OF MORRISTOWN | 501 WEST ECONOMY ROAD  |
| 445314 | LIFE CARE CENTER OF MORRISTOWN | 501 WEST ECONOMY ROAD  |
| 445314 | LIFE CARE CENTER OF MORRISTOWN | 501 WEST ECONOMY ROAD  |
| 445314 | LIFE CARE CENTER OF MORRISTOWN | 501 WEST ECONOMY ROAD  |
| 445316 | HILLCREST HEALTHCARE CENTER    | 111 E PEMBERTON STREET |
| 445316 | HILLCREST HEALTHCARE CENTER    | 111 E PEMBERTON STREET |



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|              |    |       |                |
|--------------|----|-------|----------------|
| MORRISTOWN   | TN | 37814 | (423) 581-5435 |
| MORRISTOWN   | TN | 37814 | (423) 581-5435 |
| MORRISTOWN   | TN | 37814 | (423) 581-5435 |
| MORRISTOWN   | TN | 37814 | (423) 581-5435 |
| ASHLAND CITY | TN | 37015 | (615) 792-9154 |
| ASHLAND CITY | TN | 37015 | (615) 792-9154 |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

12/02/2010

12/10/2010

03/15/2011

03/21/2011

03/15/2011

03/21/2011

07/09/2009

09/22/2009

06/15/2010

07/09/2010

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Fire Safety

Fire Alarm Systems Deficiencies

Fire Safety

Automatic Sprinkler Systems Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                                                                            |            |                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-------------------------------------------|
| Keep each resident free from physical restraints, unless needed for medical treatment.                                                                                                                                                                     | Isolated   | Minimal harm or potential for actual harm |
| post nurse staffing information.                                                                                                                                                                                                                           | Isolated   | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.         | Isolated   | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated   | Minimal harm or potential for actual harm |
| an approved back-up procedure for a faulty fire alarm system.                                                                                                                                                                                              | Widespread | Minimal harm or potential for actual harm |
| automatic sprinkler systems that have been maintained in working order.                                                                                                                                                                                    | Widespread | Minimal harm or potential for actual harm |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                                    |                              |
|--------|----------------------------------------------------|------------------------------|
| 445319 | WILLOWS AT WINCHESTER CARE & REHABILITATION CENTER | 32 MEMORIAL DRIVE            |
| 445319 | WILLOWS AT WINCHESTER CARE & REHABILITATION CENTER | 32 MEMORIAL DRIVE            |
| 445320 | FAYETTEVILLE CARE AND REHABILITATION CENTER        | 4081 THORNTON TAYLOR PARKWAY |
| 445320 | FAYETTEVILLE CARE AND REHABILITATION CENTER        | 4081 THORNTON TAYLOR PARKWAY |
| 445322 | WOOD PRESBYTERIAN HOME                             | 520 OLD HIGHWAY 68           |
| 445322 | WOOD PRESBYTERIAN HOME                             | 520 OLD HIGHWAY 68           |
| 445322 | WOOD PRESBYTERIAN HOME                             | 520 OLD HIGHWAY 68           |
| 445329 | THE PALACE                                         | 309 MAIN ST                  |
| 445344 | HOLSTON HEALTH & REHABILITATION CENTER             | 3916 BOYDS BRIDGE PIKE       |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                        |    |       |                |
|------------------------|----|-------|----------------|
| WINCHESTER             | TN | 37398 | (931) 967-0200 |
| WINCHESTER             | TN | 37398 | (931) 967-0200 |
| FAYETTEVILLE           | TN | 37334 | (931) 433-9973 |
| FAYETTEVILLE           | TN | 37334 | (931) 433-9973 |
| SWEETWATER             | TN | 37874 | (423) 351-1105 |
| SWEETWATER             | TN | 37874 | (423) 351-1105 |
| SWEETWATER             | TN | 37874 | (423) 351-1105 |
| RED BOILING<br>SPRINGS | TN | 37150 | (615) 699-2238 |
| KNOXVILLE              | TN | 37914 | (865) 524-1500 |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

09/29/2010

10/07/2010

09/29/2010

10/07/2010

04/25/2008

04/29/2008

04/25/2008

04/29/2008

12/08/2009

01/07/2010

08/26/2010

09/30/2010

08/26/2010

09/30/2010

08/29/2008

08/29/2008

02/05/2008

02/17/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Fire Safety

Interior Finish Deficiencies

Health

Resident Assessment Deficiencies



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                   |            |                                                 |
|-------------------------------------------------------------------------------------------------------------------|------------|-------------------------------------------------|
| Give professional services that meet a professional standard of quality.                                          | Isolated   | Minimal harm or potential for actual harm       |
| Make sure that the nursing home area is free of dangers that cause accidents.                                     | Isolated   | Minimal harm or potential for actual harm       |
| Give professional services that meet a professional standard of quality.                                          | Isolated   | Immediate jeopardy to resident health or safety |
| Give each resident care and services to get or keep the highest quality of life possible.                         | Isolated   | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents.                                     | Isolated   | Minimal harm or potential for actual harm       |
| Make sure that the nursing home area is free of dangers that cause accidents.                                     | Isolated   | Minimal harm or potential for actual harm       |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated   | Minimal harm or potential for actual harm       |
| fire-resistant room wall surfaces.                                                                                | Widespread | Minimal harm or potential for actual harm       |
| Make a complete assessment that covers all questions for areas                                                    | Isolated   | Minimal harm or potential for actual harm       |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        | CENTER                                    | PIKE                      |
|--------|-------------------------------------------|---------------------------|
| 445344 | HOLSTON HEALTH & REHABILITATION<br>CENTER | 3916 BOYDS BRIDGE<br>PIKE |
| 445344 | HOLSTON HEALTH & REHABILITATION<br>CENTER | 3916 BOYDS BRIDGE<br>PIKE |
| 445344 | HOLSTON HEALTH & REHABILITATION<br>CENTER | 3916 BOYDS BRIDGE<br>PIKE |
| 445351 | SIGNATURE HEALTHCARE OF GREENEVILLE       | 106 HOLT COURT            |
| 445351 | SIGNATURE HEALTHCARE OF GREENEVILLE       | 106 HOLT COURT            |
| 445351 | SIGNATURE HEALTHCARE OF GREENEVILLE       | 106 HOLT COURT            |
| 445351 | SIGNATURE HEALTHCARE OF GREENEVILLE       | 106 HOLT COURT            |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37914 | (865) 524-1500 |
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| KNOXVILLE | TN | 37914 | (865) 524-1500 |
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| KNOXVILLE | TN | 37914 | (865) 524-1500 |
|-----------|----|-------|----------------|

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|-------------|----|-------|----------------|
| GREENEVILLE | TN | 37743 | (423) 639-0213 |
|-------------|----|-------|----------------|

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| GREENEVILLE | TN | 37743 | (423) 639-0213 |
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| GREENEVILLE | TN | 37743 | (423) 639-0213 |
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|-------------|----|-------|----------------|
| GREENEVILLE | TN | 37743 | (423) 639-0213 |
|-------------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

02/05/2008

02/17/2008

01/22/2009

02/17/2009

10/01/2009

10/30/2009

02/04/2009

03/13/2009

03/12/2009

03/20/2009

12/22/2009

01/12/2010

12/22/2009

01/12/2010

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                 |          |                                                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------|
| that covers all questions for areas that are listed in official regulations.                                                                                                                    |          | harm                                            |
| Keep accurate and appropriate medical records.                                                                                                                                                  | Isolated | Minimal harm or potential for actual harm       |
| Make sure that the nursing home area is free of dangers that cause accidents.                                                                                                                   | Isolated | Minimal harm or potential for actual harm       |
| Provide services to meet the needs and preferences of each resident.                                                                                                                            | Isolated | Minimal harm or potential for actual harm       |
| Give professional services that meet a professional standard of quality.                                                                                                                        | Isolated | Minimal harm or potential for actual harm       |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm       |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.                                                                               | Pattern  | Immediate jeopardy to resident health or safety |
| Be administered in a way that                                                                                                                                                                   | Pattern  | Immediate jeopardy to resident health or        |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                     |                |
|--------|-------------------------------------|----------------|
| 445351 | SIGNATURE HEALTHCARE OF GREENEVILLE | 106 HOLT COURT |
|--------|-------------------------------------|----------------|

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| 445351 | SIGNATURE HEALTHCARE OF GREENEVILLE | 106 HOLT COURT |
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| 445351 | SIGNATURE HEALTHCARE OF GREENEVILLE | 106 HOLT COURT |
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| 445351 | SIGNATURE HEALTHCARE OF GREENEVILLE | 106 HOLT COURT |
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| 445351 | SIGNATURE HEALTHCARE OF GREENEVILLE | 106 HOLT COURT |
|--------|-------------------------------------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|             |    |       |                |
|-------------|----|-------|----------------|
| GREENEVILLE | TN | 37743 | (423) 639-0213 |
|-------------|----|-------|----------------|

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|-------------|----|-------|----------------|
| GREENEVILLE | TN | 37743 | (423) 639-0213 |
|-------------|----|-------|----------------|

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|-------------|----|-------|----------------|
| GREENEVILLE | TN | 37743 | (423) 639-0213 |
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|-------------|----|-------|----------------|
| GREENEVILLE | TN | 37743 | (423) 639-0213 |
|-------------|----|-------|----------------|

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|-------------|----|-------|----------------|
| GREENEVILLE | TN | 37743 | (423) 639-0213 |
|-------------|----|-------|----------------|



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

12/22/2009

01/12/2010

12/22/2009

01/12/2010

12/22/2009

01/12/2010

12/22/2009

01/12/2010

12/22/2009

01/12/2010

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

leads to the highest possible level of well being for each resident.

Set up or keep a group of people to review and ensure quality. Pattern

1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. Isolated

Give professional services that meet a professional standard of quality. Pattern

Make sure that the nursing home area is free of dangers that cause accidents. Pattern

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. Isolated

safety

Immediate jeopardy to resident health or safety

Minimal harm or potential for actual harm

Minimal harm or potential for actual harm

Immediate jeopardy to resident health or safety

Minimal harm or potential for actual harm

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                     |                    |
|--------|-------------------------------------|--------------------|
| 445351 | SIGNATURE HEALTHCARE OF GREENEVILLE | 106 HOLT COURT     |
| 445351 | SIGNATURE HEALTHCARE OF GREENEVILLE | 106 HOLT COURT     |
| 445351 | SIGNATURE HEALTHCARE OF GREENEVILLE | 106 HOLT COURT     |
| 445357 | OAK MANOR HEALTH CARE CENTER        | 150 OAK MANOR ROAD |
| 445357 | OAK MANOR HEALTH CARE CENTER        | 150 OAK MANOR ROAD |
| 445357 | OAK MANOR HEALTH CARE CENTER        | 150 OAK MANOR ROAD |
| 445357 | OAK MANOR HEALTH CARE CENTER        | 150 OAK MANOR ROAD |
| 445357 | OAK MANOR HEALTH CARE CENTER        | 150 OAK MANOR ROAD |
| 445357 | OAK MANOR HEALTH CARE CENTER        | 150 OAK MANOR ROAD |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|             |    |       |                |
|-------------|----|-------|----------------|
| GREENEVILLE | TN | 37743 | (423) 639-0213 |
| GREENEVILLE | TN | 37743 | (423) 639-0213 |
| GREENEVILLE | TN | 37743 | (423) 639-0213 |
| MC KENZIE   | TN | 38201 | (731) 352-5317 |
| MC KENZIE   | TN | 38201 | (731) 352-5317 |
| MC KENZIE   | TN | 38201 | (731) 352-5317 |
| MC KENZIE   | TN | 38201 | (731) 352-5317 |
| MC KENZIE   | TN | 38201 | (731) 352-5317 |
| MC KENZIE   | TN | 38201 | (731) 352-5317 |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

11/23/2010

01/07/2011

11/23/2010

01/07/2011

11/23/2010

01/07/2011

04/07/2008

04/10/2008

04/07/2008

04/10/2008

04/07/2008

04/10/2008

04/07/2008

04/10/2008

04/07/2008

04/10/2008

04/07/2008

04/10/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                               |
|--------|-------------------------------|
| Health | Pharmacy Service Deficiencies |
|--------|-------------------------------|

|        |                           |
|--------|---------------------------|
| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Environmental Deficiencies |
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| Health | Administration Deficiencies |
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| Health | Administration Deficiencies |
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| Health | Administration Deficiencies |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                          |          |                                                 |
|--------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------|
| Make sure that residents are safe from serious medication errors.                                                        | Isolated | Minimal harm or potential for actual harm       |
| Give or get dental care for each resident.                                                                               | Isolated | Minimal harm or potential for actual harm       |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Minimal harm or potential for actual harm       |
| Provide social services for related medical problems to help each resident achieve the highest possible quality of life. | Isolated | Immediate jeopardy to resident health or safety |
| Give the right treatment and services to residents who have mental or social problems adjusting.                         | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents.                                            | Isolated | Immediate jeopardy to resident health or safety |
| Be administered in a way that leads to the highest possible level of well being for each resident.                       | Isolated | Immediate jeopardy to resident health or safety |
| Keep accurate and appropriate medical records.                                                                           | Isolated | Minimal harm or potential for actual harm       |
| Set up or keep a group of people to review and ensure quality.                                                           | Isolated | Immediate jeopardy to resident health or safety |



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                          |                    |
|--------|------------------------------------------|--------------------|
|        |                                          | ROAD               |
| 445358 | LAKEBRIDGE HEALTH CARE CENTER            | 115 WOODLAWN DRIVE |
| 445358 | LAKEBRIDGE HEALTH CARE CENTER            | 115 WOODLAWN DRIVE |
| 445358 | LAKEBRIDGE HEALTH CARE CENTER            | 115 WOODLAWN DRIVE |
| 445358 | LAKEBRIDGE HEALTH CARE CENTER            | 115 WOODLAWN DRIVE |
| 445359 | ROGERSVILLE CARE & REHABILITATION CENTER | 109 HWY 70 NORTH   |
| 445359 | ROGERSVILLE CARE & REHABILITATION CENTER | 109 HWY 70 NORTH   |
| 445368 | HARRIMAN CARE & REHAB CENTER             | 240 HANNAH ROAD    |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|              |    |       |                |
|--------------|----|-------|----------------|
| JOHNSON CITY | TN | 37604 | (423) 975-0095 |
|--------------|----|-------|----------------|

|              |    |       |                |
|--------------|----|-------|----------------|
| JOHNSON CITY | TN | 37604 | (423) 975-0095 |
|--------------|----|-------|----------------|

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|--------------|----|-------|----------------|
| JOHNSON CITY | TN | 37604 | (423) 975-0095 |
|--------------|----|-------|----------------|

|              |    |       |                |
|--------------|----|-------|----------------|
| JOHNSON CITY | TN | 37604 | (423) 975-0095 |
|--------------|----|-------|----------------|

|             |    |       |                |
|-------------|----|-------|----------------|
| ROGERSVILLE | TN | 37857 | (423) 272-3099 |
|-------------|----|-------|----------------|

|             |    |       |                |
|-------------|----|-------|----------------|
| ROGERSVILLE | TN | 37857 | (423) 272-3099 |
|-------------|----|-------|----------------|

|          |    |       |                |
|----------|----|-------|----------------|
| HARRIMAN | TN | 37748 | (865) 882-9159 |
|----------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

02/12/2008

02/22/2008

02/12/2008

02/22/2008

07/07/2010

07/16/2010

07/07/2010

07/16/2010

07/11/2008

07/25/2008

07/11/2008

07/25/2008

01/07/2009

01/15/2009

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                                              |          |                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| to review and ensure quality.                                                                                                                                                                                                |          | safety                                    |
| Make sure that the nursing home area is free of dangers that cause accidents.                                                                                                                                                | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors.                                                                                                                                                            | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.                                                                                                            | Isolated | Minimal harm or potential for actual harm |
| Provide services to meet the needs and preferences of each resident.                                                                                                                                                         | Isolated | Minimal harm or potential for actual harm |
| Give professional services that follow each resident's written care plan.                                                                                                                                                    | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible.                                                                                                                                    | Isolated | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must | Isolated | Minimal harm or potential for actual harm |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                              |                 |
|--------|------------------------------|-----------------|
| 445368 | HARRIMAN CARE & REHAB CENTER | 240 HANNAH ROAD |
|--------|------------------------------|-----------------|

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| 445368 | HARRIMAN CARE & REHAB CENTER | 240 HANNAH ROAD |
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| 445368 | HARRIMAN CARE & REHAB CENTER | 240 HANNAH ROAD |
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| 445368 | HARRIMAN CARE & REHAB CENTER | 240 HANNAH ROAD |
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| 445368 | HARRIMAN CARE & REHAB CENTER | 240 HANNAH ROAD |
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| 445368 | HARRIMAN CARE & REHAB CENTER | 240 HANNAH ROAD |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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| HARRIMAN | TN | 37748 | (865) 882-9159 |
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| HARRIMAN | TN | 37748 | (865) 882-9159 |
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| HARRIMAN | TN | 37748 | (865) 882-9159 |
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| HARRIMAN | TN | 37748 | (865) 882-9159 |
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| HARRIMAN | TN | 37748 | (865) 882-9159 |
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| HARRIMAN | TN | 37748 | (865) 882-9159 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

01/07/2009

01/16/2009

07/07/2009

08/12/2009

07/07/2009

08/12/2009

07/07/2009

08/12/2009

07/07/2009

08/12/2009

07/07/2009

08/12/2009



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

be transferred or discharged.

Make a complete assessment that covers all questions for areas that are listed in official regulations.

Isolated

Minimal harm or potential for actual harm

Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.

Isolated

Minimal harm or potential for actual harm

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.

Isolated

Minimal harm or potential for actual harm

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.

Isolated

Actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Keep each resident's personal

Isolated

Minimal harm or potential for actual

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                              |                         |
|--------|------------------------------|-------------------------|
| 445368 | HARRIMAN CARE & REHAB CENTER | 240 HANNAH ROAD         |
| 445368 | HARRIMAN CARE & REHAB CENTER | 240 HANNAH ROAD         |
| 445373 | NORTHSIDE HEALTH CARE CENTER | 202 EAST MTCS ROAD      |
| 445378 | WOODCREST AT BLAKEFORD       | 11 BURTON HILLS<br>BLVD |
| 445378 | WOODCREST AT BLAKEFORD       | 11 BURTON HILLS<br>BLVD |
| 445378 | WOODCREST AT BLAKEFORD       | 11 BURTON HILLS<br>BLVD |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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|----------|----|-------|----------------|
| HARRIMAN | TN | 37748 | (865) 882-9159 |
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| HARRIMAN | TN | 37748 | (865) 882-9159 |
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| MURFREESBORO | TN | 37130 | (615) 849-8748 |
|--------------|----|-------|----------------|

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| NASHVILLE | TN | 37215 | (615) 665-2524 |
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| NASHVILLE | TN | 37215 | (615) 665-2524 |
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| NASHVILLE | TN | 37215 | (615) 665-2524 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

10/27/2010

11/15/2010

10/27/2010

11/15/2010

01/28/2010

02/11/2010

04/02/2009

04/15/2009

04/02/2009

04/15/2009

04/02/2009

04/15/2009

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Assessment Deficiencies

Health

Pharmacy Service Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                                                          |          |                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| and medical records private and confidential.                                                                                                                                                                                            |          | harm                                      |
| Protect residents from mistreatment, neglect, and/or theft of personal property.                                                                                                                                                         | Isolated | Minimal harm or potential for actual harm |
| Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible. | Isolated | Minimal harm or potential for actual harm |
| Have a program to keep infection from spreading.                                                                                                                                                                                         | Isolated | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors.                                                                                                                                                                        | Isolated | Actual harm                               |
| Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing.                                                                                                                 | Isolated | Actual harm                               |
| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.                                                                                                              | Isolated | Actual harm                               |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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| 445378 | WOODCREST AT BLAKEFORD           | 11 BURTON HILLS<br>BLVD   |
| 445378 | WOODCREST AT BLAKEFORD           | 11 BURTON HILLS<br>BLVD   |
| 445380 | LIFE CARE CENTER OF HIXSON       | 5798 HIXSON HOME<br>PLACE |
| 445380 | LIFE CARE CENTER OF HIXSON       | 5798 HIXSON HOME<br>PLACE |
| 445380 | LIFE CARE CENTER OF HIXSON       | 5798 HIXSON HOME<br>PLACE |
| 445380 | LIFE CARE CENTER OF HIXSON       | 5798 HIXSON HOME<br>PLACE |
| 445382 | PIGEON FORGE CARE & REHAB CENTER | 415 COLE DRIVE            |
| 445382 | PIGEON FORGE CARE & REHAB CENTER | 415 COLE DRIVE            |
| 445382 | PIGEON FORGE CARE & REHAB CENTER | 415 COLE DRIVE            |



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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| NASHVILLE | TN | 37215 | (615) 665-2524 |
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| NASHVILLE | TN | 37215 | (615) 665-2524 |
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| HIXSON | TN | 37343 | (423) 842-0049 |
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| HIXSON | TN | 37343 | (423) 842-0049 |
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| HIXSON | TN | 37343 | (423) 842-0049 |
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| PIGEON FORGE | TN | 37863 | (865) 428-5454 |
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| PIGEON FORGE | TN | 37863 | (865) 428-5454 |
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| PIGEON FORGE | TN | 37863 | (865) 428-5454 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

04/29/2009

05/20/2009

04/29/2009

05/20/2009

08/05/2008

09/01/2008

08/05/2008

09/01/2008

08/05/2008

09/15/2008

12/11/2008

06/12/2008

02/28/2008

03/31/2008

06/06/2008

06/13/2008

08/26/2008

09/10/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                    |            |                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-------------------------------------------|
| Properly mark drugs and other similar products.                                                                                                                                                    | Pattern    | Minimal harm or potential for actual harm |
| Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.                                                                                                           | Pattern    | Minimal harm or potential for actual harm |
| Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses. | Isolated   | Minimal harm or potential for actual harm |
| Make sure that residents are safe from serious medication errors.                                                                                                                                  | Isolated   | Minimal harm or potential for actual harm |
| Set up or keep a group of people to review and ensure quality.                                                                                                                                     | Widespread | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents.                                                                                                                      | Isolated   | Actual harm                               |
| Make sure that the nursing home area is free of dangers that cause accidents.                                                                                                                      | Isolated   | Actual harm                               |
| Make sure that the nursing home area is free of dangers that cause accidents.                                                                                                                      | Isolated   | Actual harm                               |
| Give each resident care and                                                                                                                                                                        | Isolated   | Actual harm                               |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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| 445382 | PIGEON FORGE CARE & REHAB CENTER | 415 COLE DRIVE |
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| 445382 | PIGEON FORGE CARE & REHAB CENTER | 415 COLE DRIVE |
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| 445382 | PIGEON FORGE CARE & REHAB CENTER | 415 COLE DRIVE |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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| PIGEON FORGE | TN | 37863 | (865) 428-5454 |
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| PIGEON FORGE | TN | 37863 | (865) 428-5454 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

08/26/2008

09/10/2008

10/23/2008

11/10/2008

10/23/2008

11/10/2008

01/08/2009

02/06/2009

# complaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                                                                            |          |                                           |
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| Give each resident care and services to get or keep the highest quality of life possible.                                                                                                                                                                  | Isolated | Actual harm                               |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Actual harm                               |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations.                                                                                                                                                    | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality.                                                                                                                                                                                   | Isolated | Minimal harm or potential for actual harm |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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| 445382 | PIGEON FORGE CARE & REHAB CENTER | 415 COLE DRIVE |
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| 445382 | PIGEON FORGE CARE & REHAB CENTER | 415 COLE DRIVE |
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| 445382 | PIGEON FORGE CARE & REHAB CENTER | 415 COLE DRIVE |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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| PIGEON FORGE | TN | 37863 | (865) 428-5454 |
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| PIGEON FORGE | TN | 37863 | (865) 428-5454 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

01/08/2009

02/06/2009

01/08/2009

02/06/2009

05/11/2009

05/29/2009

05/11/2009

05/30/2009

05/11/2009

05/29/2009

05/11/2009

05/29/2009

05/11/2009

05/29/2009

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                 |          |                                                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------|
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.                                                                                | Isolated | Minimal harm or potential for actual harm       |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.                                                                    | Isolated | Minimal harm or potential for actual harm       |
| Be administered in a way that leads to the highest possible level of well being for each resident.                                                                                              | Pattern  | Immediate jeopardy to resident health or safety |
| Set up or keep a group of people to review and ensure quality.                                                                                                                                  | Pattern  | Immediate jeopardy to resident health or safety |
| Keep each resident's personal and medical records private and confidential.                                                                                                                     | Pattern  | Immediate jeopardy to resident health or safety |
| Protect residents from mistreatment, neglect, and/or theft of personal property.                                                                                                                | Pattern  | Immediate jeopardy to resident health or safety |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm       |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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| 445382 | PIGEON FORGE CARE & REHAB CENTER | 415 COLE DRIVE |
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| 445382 | PIGEON FORGE CARE & REHAB CENTER | 415 COLE DRIVE |
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| 445382 | PIGEON FORGE CARE & REHAB CENTER | 415 COLE DRIVE |
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| 445382 | PIGEON FORGE CARE & REHAB CENTER | 415 COLE DRIVE |
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| 445382 | PIGEON FORGE CARE & REHAB CENTER | 415 COLE DRIVE |
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| 445382 | PIGEON FORGE CARE & REHAB CENTER | 415 COLE DRIVE |
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| 445382 | PIGEON FORGE CARE & REHAB CENTER | 415 COLE DRIVE |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| PIGEON FORGE | TN | 37863 | (865) 428-5454 |
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| PIGEON FORGE | TN | 37863 | (865) 428-5454 |
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| PIGEON FORGE | TN | 37863 | (865) 428-5454 |
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| PIGEON FORGE | TN | 37863 | (865) 428-5454 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

05/11/2009

05/29/2009

05/11/2009

05/29/2009

08/25/2009

10/06/2009

08/25/2009

10/06/2009

08/25/2009

10/06/2009

08/25/2009

10/06/2009

08/25/2009

10/06/2009

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                          |          |                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------|
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.                                                                        | Pattern  | Immediate jeopardy to resident health or safety |
| Provide care in a way that keeps or builds each resident's dignity and self respect.                                                                                                     | Pattern  | Immediate jeopardy to resident health or safety |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.                                                                        | Isolated | Immediate jeopardy to resident health or safety |
| Protect residents from mistreatment, neglect, and/or theft of personal property.                                                                                                         | Isolated | Immediate jeopardy to resident health or safety |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.                                                                                          | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents.                                                                                                            | Isolated | Actual harm                                     |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment | Isolated | Immediate jeopardy to resident health or safety |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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|--------|------------------------------------------------|---------------------------|
| 445382 | PIGEON FORGE CARE & REHAB CENTER               | 415 COLE DRIVE            |
| 445382 | PIGEON FORGE CARE & REHAB CENTER               | 415 COLE DRIVE            |
| 445382 | PIGEON FORGE CARE & REHAB CENTER               | 415 COLE DRIVE            |
| 445383 | UNITED REGIONAL MEDICAL CENTER<br>NURSING HOME | 1001 MCARTHUR<br>DRIVE    |
| 445387 | PARKWAY HEALTH & REHAB                         | 200 SOUTH PARKWAY<br>WEST |
| 445388 | GENERATIONS CENTER OF SPENCER                  | 87 GENERATIONS<br>DRIVE   |
| 445388 | GENERATIONS CENTER OF SPENCER                  | 87 GENERATIONS<br>DRIVE   |
| 445388 | GENERATIONS CENTER OF SPENCER                  | 87 GENERATIONS<br>DRIVE   |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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| PIGEON FORGE | TN | 37863 | (865) 428-5454 |
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| PIGEON FORGE | TN | 37863 | (865) 428-5454 |
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| PIGEON FORGE | TN | 37863 | (865) 428-5454 |
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| MANCHESTER | TN | 37355 | (931) 728-3586 |
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| MEMPHIS | TN | 38109 | (901) 942-7456 |
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| SPENCER | TN | 38585 | (931) 946-7768 |
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| SPENCER | TN | 38585 | (931) 946-7768 |
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| SPENCER | TN | 38585 | (931) 946-7768 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

08/25/2009

10/06/2009

02/26/2010

03/19/2010

03/25/2010

03/29/2010

01/08/2008

02/22/2008

07/01/2009

07/13/2009

03/18/2009

03/18/2009

10/07/2010

10/08/2010

10/07/2010

10/25/2010

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Fire Safety

Electrical Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                   |            |                                                 |
|-------------------------------------------------------------------------------------------------------------------|------------|-------------------------------------------------|
| significantly, or the resident must be transferred or discharged.                                                 |            |                                                 |
| Be administered in a way that leads to the highest possible level of well being for each resident.                | Isolated   | Immediate jeopardy to resident health or safety |
| Protect residents from mistreatment, neglect, and/or theft of personal property.                                  | Pattern    | Minimal harm or potential for actual harm       |
| Properly mark drugs and other similar products.                                                                   | Widespread | Potential for minimal harm                      |
| Give each resident care and services to get or keep the highest quality of life possible.                         | Pattern    | Minimal harm or potential for actual harm       |
| Give professional services that meet a professional standard of quality.                                          | Isolated   | Minimal harm or potential for actual harm       |
| properly installed electrical wiring and equipment.                                                               | Isolated   | Minimal harm or potential for actual harm       |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated   | Minimal harm or potential for actual harm       |
| Make sure that the nursing home area is free of dangers that cause accidents.                                     | Isolated   | Immediate jeopardy to resident health or safety |



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

445388

GENERATIONS CENTER OF SPENCER

87 GENERATIONS  
DRIVE

445396

ROAN HIGHLANDS NURSING CENTER

146 BUCK CREEK  
ROAD

445406

COMMUNITY CARE OF RUTHERFORD

901 COUNTY FARM  
RD

445406

COMMUNITY CARE OF RUTHERFORD

901 COUNTY FARM  
RD

445406

COMMUNITY CARE OF RUTHERFORD

901 COUNTY FARM  
RD

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|         |    |       |                |
|---------|----|-------|----------------|
| SPENCER | TN | 38585 | (931) 946-7768 |
|---------|----|-------|----------------|

|               |    |       |                |
|---------------|----|-------|----------------|
| ROAN MOUNTAIN | TN | 37687 | (423) 772-0161 |
|---------------|----|-------|----------------|

|              |    |       |                |
|--------------|----|-------|----------------|
| MURFREESBORO | TN | 37127 | (615) 893-2624 |
|--------------|----|-------|----------------|

|              |    |       |                |
|--------------|----|-------|----------------|
| MURFREESBORO | TN | 37127 | (615) 893-2624 |
|--------------|----|-------|----------------|

|              |    |       |                |
|--------------|----|-------|----------------|
| MURFREESBORO | TN | 37127 | (615) 893-2624 |
|--------------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

10/07/2010

10/22/2010

02/04/2009

02/12/2009

05/13/2009

06/07/2009

05/13/2009

06/07/2009

05/13/2009

06/07/2009

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                                                                    |          |                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Keep accurate and appropriate medical records.                                                                                                                                                                                                     | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.                                                    | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.                                                                                                                                  | Isolated | Minimal harm or potential for actual harm |
| Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.                                                                                                        | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                              |                            |
|--------|------------------------------|----------------------------|
| 445406 | COMMUNITY CARE OF RUTHERFORD | 901 COUNTY FARM RD         |
| 445406 | COMMUNITY CARE OF RUTHERFORD | 901 COUNTY FARM RD         |
| 445406 | COMMUNITY CARE OF RUTHERFORD | 901 COUNTY FARM RD         |
| 445406 | COMMUNITY CARE OF RUTHERFORD | 901 COUNTY FARM RD         |
| 445413 | LAURELWOOD HEALTHCARE CENTER | 200 BIRCH ST               |
| 445422 | ETOWAH HEALTH CARE CENTER    | 409 GRADY ROAD, PO BOX 957 |
| 445422 | ETOWAH HEALTH CARE CENTER    | 409 GRADY ROAD, PO BOX 957 |
| 445434 | DOUGLAS NURSING HOME         | 2084 W MAIN ST             |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|              |    |       |                |
|--------------|----|-------|----------------|
| MURFREESBORO | TN | 37127 | (615) 893-2624 |
|--------------|----|-------|----------------|

|              |    |       |                |
|--------------|----|-------|----------------|
| MURFREESBORO | TN | 37127 | (615) 893-2624 |
|--------------|----|-------|----------------|

|              |    |       |                |
|--------------|----|-------|----------------|
| MURFREESBORO | TN | 37127 | (615) 893-2624 |
|--------------|----|-------|----------------|

|              |    |       |                |
|--------------|----|-------|----------------|
| MURFREESBORO | TN | 37127 | (615) 893-2624 |
|--------------|----|-------|----------------|

|         |    |       |                |
|---------|----|-------|----------------|
| JACKSON | TN | 38301 | (731) 422-5641 |
|---------|----|-------|----------------|

|        |    |       |                |
|--------|----|-------|----------------|
| ETOWAH | TN | 37331 | (423) 263-1138 |
|--------|----|-------|----------------|

|        |    |       |                |
|--------|----|-------|----------------|
| ETOWAH | TN | 37331 | (423) 263-1138 |
|--------|----|-------|----------------|

|       |    |       |                |
|-------|----|-------|----------------|
| MILAN | TN | 38358 | (731) 686-8321 |
|-------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

05/13/2009

06/07/2009

05/13/2009

06/07/2009

05/13/2009

06/07/2009

05/13/2009

06/07/2009

01/22/2009

02/11/2009

11/17/2008

11/26/2008

11/17/2008

11/26/2008

10/06/2009

11/03/2009



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                 |          |                                                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------|
| Give professional services that meet a professional standard of quality.                                                                                                                        | Isolated | Minimal harm or potential for actual harm       |
| Make sure that the nursing home area is free of dangers that cause accidents.                                                                                                                   | Pattern  | Immediate jeopardy to resident health or safety |
| Be administered in a way that leads to the highest possible level of well being for each resident.                                                                                              | Pattern  | Immediate jeopardy to resident health or safety |
| Set up or keep a group of people to review and ensure quality.                                                                                                                                  | Pattern  | Immediate jeopardy to resident health or safety |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm       |
| Protect each resident from all abuse, physical punishment, and being separated from others.                                                                                                     | Isolated | Immediate jeopardy to resident health or safety |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.                                                                               | Isolated | Immediate jeopardy to resident health or safety |
| Immediately tell the resident,                                                                                                                                                                  | Isolated | Minimal harm or potential for actual            |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

445434

DOUGLAS NURSING HOME

2084 W MAIN ST

445440

GALLAWAY HEALTHCARE CENTER

435 OLD  
BROWNSVILLE RD

445440

GALLAWAY HEALTHCARE CENTER

435 OLD  
BROWNSVILLE RD

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|       |    |       |                |
|-------|----|-------|----------------|
| MILAN | TN | 38358 | (731) 686-8321 |
|-------|----|-------|----------------|

|          |    |       |                |
|----------|----|-------|----------------|
| GALLAWAY | TN | 38036 | (901) 867-8575 |
|----------|----|-------|----------------|

|          |    |       |                |
|----------|----|-------|----------------|
| GALLAWAY | TN | 38036 | (901) 867-8575 |
|----------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

10/06/2009

11/03/2009

04/30/2008

05/22/2008

02/13/2009

03/04/2009

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

doctor, and a family member if:  
the resident is injured, there is a  
major change in resident's  
physical/mental health, there is a  
need to alter treatment  
significantly, or the resident must  
be transferred or discharged.

harm

Develop a complete care plan  
that meets all of a resident's  
needs, with timetables and  
actions that can be measured.

Isolated

Minimal harm or potential for actual  
harm

Immediately tell the resident,  
doctor, and a family member if:  
the resident is injured, there is a  
major change in resident's  
physical/mental health, there is a  
need to alter treatment  
significantly, or the resident must  
be transferred or discharged.

Isolated

Minimal harm or potential for actual  
harm

1) Hire only people who have no  
legal history of abusing,  
neglecting or mistreating  
residents; or 2) report and  
investigate any acts or reports of  
abuse, neglect or mistreatment of  
residents.

Isolated

Minimal harm or potential for actual  
harm

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                            |                     |
|--------|--------------------------------------------|---------------------|
| 445441 | HUMBOLDT NURSING AND REHABILITATION CENTER | 3515 CHERE CAROL RD |
| 445441 | HUMBOLDT NURSING AND REHABILITATION CENTER | 3515 CHERE CAROL RD |
| 445441 | HUMBOLDT NURSING AND REHABILITATION CENTER | 3515 CHERE CAROL RD |
| 445448 | MONTGOMERY CARE AND REHABILITATION CENTER  | 198 OLD FARMER ROAD |
| 445448 | MONTGOMERY CARE AND REHABILITATION CENTER  | 198 OLD FARMER ROAD |
| 445456 | SWEETWATER NURSING CENTER                  | 978 HWY 11 SOUTH    |
| 445456 | SWEETWATER NURSING CENTER                  | 978 HWY 11 SOUTH    |
| 445456 | SWEETWATER NURSING CENTER                  | 978 HWY 11 SOUTH    |
| 445456 | SWEETWATER NURSING CENTER                  | 978 HWY 11 SOUTH    |



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|             |    |       |                |
|-------------|----|-------|----------------|
| HUMBOLDT    | TN | 38343 | (731) 784-0545 |
| HUMBOLDT    | TN | 38343 | (731) 784-0545 |
| HUMBOLDT    | TN | 38343 | (731) 784-0545 |
| CLARKSVILLE | TN | 37043 | (931) 358-2900 |
| CLARKSVILLE | TN | 37043 | (931) 358-2900 |
| SWEETWATER  | TN | 37874 | (423) 337-6631 |
| SWEETWATER  | TN | 37874 | (423) 337-6631 |
| SWEETWATER  | TN | 37874 | (423) 337-6631 |
| SWEETWATER  | TN | 37874 | (423) 337-6631 |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

05/15/2008

05/22/2008

05/15/2008

05/22/2008

05/15/2008

05/22/2008

07/23/2008

08/05/2008

07/23/2008

08/05/2008

04/24/2008

05/09/2008

08/29/2008

10/13/2008

06/30/2009

07/31/2009

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                           |
|--------|---------------------------|
| Health | Quality Care Deficiencies |
|--------|---------------------------|

|        |                           |
|--------|---------------------------|
| Health | Quality Care Deficiencies |
|--------|---------------------------|

|        |                           |
|--------|---------------------------|
| Health | Quality Care Deficiencies |
|--------|---------------------------|

|        |                           |
|--------|---------------------------|
| Health | Quality Care Deficiencies |
|--------|---------------------------|

|        |                             |
|--------|-----------------------------|
| Health | Administration Deficiencies |
|--------|-----------------------------|

|        |                           |
|--------|---------------------------|
| Health | Mistreatment Deficiencies |
|--------|---------------------------|

|        |                              |
|--------|------------------------------|
| Health | Resident Rights Deficiencies |
|--------|------------------------------|

|        |                            |
|--------|----------------------------|
| Health | Environmental Deficiencies |
|--------|----------------------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                 |          |                                           |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Give professional services that follow each resident's written care plan.                                                                                                                       | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible.                                                                                                       | Isolated | Minimal harm or potential for actual harm |
| Give the right treatment and services to residents who have mental or social problems adjusting.                                                                                                | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible.                                                                                                       | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records.                                                                                                                                                  | Isolated | Minimal harm or potential for actual harm |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Try to resolve each resident's complaints quickly.                                                                                                                                              | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause                                                                                                                              | Isolated | Actual harm                               |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

445456

SWEETWATER NURSING CENTER

978 HWY 11 SOUTH

445456

SWEETWATER NURSING CENTER

978 HWY 11 SOUTH

445457

EAST TENNESSEE HEALTH CARE

465 ISBILL RD

445457

EAST TENNESSEE HEALTH CARE

465 ISBILL RD

445457

EAST TENNESSEE HEALTH CARE

465 ISBILL RD

445458

FOUR OAKS HEALTH CARE CENTER

1101 PERSIMMON  
RIDGE RD

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|            |    |       |                |
|------------|----|-------|----------------|
| SWEETWATER | TN | 37874 | (423) 337-6631 |
|------------|----|-------|----------------|

|            |    |       |                |
|------------|----|-------|----------------|
| SWEETWATER | TN | 37874 | (423) 337-6631 |
|------------|----|-------|----------------|

|              |    |       |                |
|--------------|----|-------|----------------|
| MADISONVILLE | TN | 37354 | (423) 442-3990 |
|--------------|----|-------|----------------|

|              |    |       |                |
|--------------|----|-------|----------------|
| MADISONVILLE | TN | 37354 | (423) 442-3990 |
|--------------|----|-------|----------------|

|              |    |       |                |
|--------------|----|-------|----------------|
| MADISONVILLE | TN | 37354 | (423) 442-3990 |
|--------------|----|-------|----------------|

|              |    |       |                |
|--------------|----|-------|----------------|
| JONESBOROUGH | TN | 37659 | (423) 753-8711 |
|--------------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

06/30/2009

07/31/2009

03/03/2010

03/22/2010

12/08/2009

12/15/2009

08/12/2010

08/25/2010

08/12/2010

08/25/2010

02/17/2009

02/27/2009

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Resident Assessment Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

accidents.

Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public.

Isolated

Minimal harm or potential for actual harm

1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.

Isolated

Minimal harm or potential for actual harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Minimal harm or potential for actual harm

Give professional services that meet a professional standard of quality.

Isolated

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Provide care in a way that keeps or builds each resident's dignity and self respect.

Isolated

Minimal harm or potential for actual harm

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                  |                            |
|--------|----------------------------------|----------------------------|
| 445458 | FOUR OAKS HEALTH CARE CENTER     | 1101 PERSIMMON<br>RIDGE RD |
| 445458 | FOUR OAKS HEALTH CARE CENTER     | 1101 PERSIMMON<br>RIDGE RD |
| 445464 | HILLVIEW HEALTH CENTER           | 1666 HILLVIEW DRIVE        |
| 445464 | HILLVIEW HEALTH CENTER           | 1666 HILLVIEW DRIVE        |
| 445464 | HILLVIEW HEALTH CENTER           | 1666 HILLVIEW DRIVE        |
| 445465 | SIGNATURE HEALTHCARE OF COLUMBIA | 1410 TROTWOOD<br>AVENUE    |
| 445466 | HILLCREST WEST                   | 6801 MIDDLEBROOK<br>PIKE   |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|              |    |       |                |
|--------------|----|-------|----------------|
| JONESBOROUGH | TN | 37659 | (423) 753-8711 |
|--------------|----|-------|----------------|

|              |    |       |                |
|--------------|----|-------|----------------|
| JONESBOROUGH | TN | 37659 | (423) 753-8711 |
|--------------|----|-------|----------------|

|              |    |       |                |
|--------------|----|-------|----------------|
| ELIZABETHTON | TN | 37643 | (423) 542-5061 |
|--------------|----|-------|----------------|

|              |    |       |                |
|--------------|----|-------|----------------|
| ELIZABETHTON | TN | 37643 | (423) 542-5061 |
|--------------|----|-------|----------------|

|              |    |       |                |
|--------------|----|-------|----------------|
| ELIZABETHTON | TN | 37643 | (423) 542-5061 |
|--------------|----|-------|----------------|

|          |    |       |                |
|----------|----|-------|----------------|
| COLUMBIA | TN | 38401 | (931) 388-6443 |
|----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37919 | (865) 588-7661 |
|-----------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

04/14/2009

04/22/2009

04/14/2009

04/22/2009

08/08/2008

08/28/2008

08/08/2008

08/28/2008

08/08/2008

08/28/2008

05/19/2010

05/19/2010

02/07/2008

02/07/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Environmental Deficiencies

Fire Safety

Exits and Egress Deficiencies

Health

Mistreatment Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                                                                            |            |                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-------------------------------------------|
| Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.                                                                                                                                           | Isolated   | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records.                                                                                                                                                                                                             | Isolated   | Minimal harm or potential for actual harm |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated   | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations.                                                                                                                                                    | Isolated   | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents.                                                                                                                                                                              | Isolated   | Minimal harm or potential for actual harm |
| exits that are accessible at all times.                                                                                                                                                                                                                    | Widespread | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents'                                                                                                                                                    | Isolated   | Minimal harm or potential for actual harm |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

445466

HILLCREST WEST

6801 MIDDLEBROOK  
PIKE

445466

HILLCREST WEST

6801 MIDDLEBROOK  
PIKE

445466

HILLCREST WEST

6801 MIDDLEBROOK  
PIKE

445466

HILLCREST WEST

6801 MIDDLEBROOK  
PIKE

445466

HILLCREST WEST

6801 MIDDLEBROOK  
PIKE

445466

HILLCREST WEST

6801 MIDDLEBROOK  
PIKE

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37919 | (865) 588-7661 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37919 | (865) 588-7661 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37919 | (865) 588-7661 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37919 | (865) 588-7661 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37919 | (865) 588-7661 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37919 | (865) 588-7661 |
|-----------|----|-------|----------------|



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

05/02/2008

05/22/2008

05/02/2008

05/22/2008

05/02/2008

05/22/2008

08/18/2008

09/20/2008

08/18/2008

09/10/2008

08/18/2008

09/10/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

property.

|                                                                                                                                                                                                                                                            |          |                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------|
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Pattern  | Minimal harm or potential for actual harm       |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.                                                                                                                                                            | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents.                                                                                                                                                                              | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents.                                                                                                                                                                              | Isolated | Minimal harm or potential for actual harm       |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.                                                                                                                                                            | Isolated | Minimal harm or potential for actual harm       |
| Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.                                                                                                     | Isolated | Minimal harm or potential for actual harm       |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                |                          |
|--------|----------------|--------------------------|
| 445466 | HILLCREST WEST | 6801 MIDDLEBROOK<br>PIKE |
|--------|----------------|--------------------------|

|        |                |                          |
|--------|----------------|--------------------------|
| 445466 | HILLCREST WEST | 6801 MIDDLEBROOK<br>PIKE |
|--------|----------------|--------------------------|

|        |                |                          |
|--------|----------------|--------------------------|
| 445466 | HILLCREST WEST | 6801 MIDDLEBROOK<br>PIKE |
|--------|----------------|--------------------------|

|        |                |                          |
|--------|----------------|--------------------------|
| 445466 | HILLCREST WEST | 6801 MIDDLEBROOK<br>PIKE |
|--------|----------------|--------------------------|

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| 445466 | HILLCREST WEST | 6801 MIDDLEBROOK<br>PIKE |
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| 445466 | HILLCREST WEST | 6801 MIDDLEBROOK<br>PIKE |
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| 445466 | HILLCREST WEST | 6801 MIDDLEBROOK<br>PIKE |
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| 445466 | HILLCREST WEST | 6801 MIDDLEBROOK<br>PIKE |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37919 | (865) 588-7661 |
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| KNOXVILLE | TN | 37919 | (865) 588-7661 |
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| KNOXVILLE | TN | 37919 | (865) 588-7661 |
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| KNOXVILLE | TN | 37919 | (865) 588-7661 |
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| KNOXVILLE | TN | 37919 | (865) 588-7661 |
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| KNOXVILLE | TN | 37919 | (865) 588-7661 |
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| KNOXVILLE | TN | 37919 | (865) 588-7661 |
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| KNOXVILLE | TN | 37919 | (865) 588-7661 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

02/23/2009

03/11/2009

02/23/2009

03/11/2009

02/23/2009

03/11/2009

02/23/2009

03/11/2009

02/23/2009

03/11/2009

02/23/2009

03/11/2009

02/23/2009

03/11/2009

02/23/2009

03/11/2009

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                                                                            |            |                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-------------------------------------------------|
| Get doctor orders for the resident's immediate care when admitted.                                                                                                                                                                                         | Isolated   | Immediate jeopardy to resident health or safety |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Widespread | Immediate jeopardy to resident health or safety |
| Give professional services that meet a professional standard of quality.                                                                                                                                                                                   | Widespread | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents.                                                                                                                                                                              | Isolated   | Minimal harm or potential for actual harm       |
| Make sure that residents are safe from serious medication errors.                                                                                                                                                                                          | Isolated   | Immediate jeopardy to resident health or safety |
| Properly mark drugs and other similar products.                                                                                                                                                                                                            | Isolated   | Minimal harm or potential for actual harm       |
| Have a program to keep infection from spreading.                                                                                                                                                                                                           | Pattern    | Minimal harm or potential for actual harm       |
| Be administered in a way that leads to the highest possible level of well being for each resident.                                                                                                                                                         | Widespread | Immediate jeopardy to resident health or safety |



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                |                          |
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| 445466 | HILLCREST WEST | 6801 MIDDLEBROOK<br>PIKE |
| 445466 | HILLCREST WEST | 6801 MIDDLEBROOK<br>PIKE |
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| 445466 | HILLCREST WEST | 6801 MIDDLEBROOK<br>PIKE |
| 445466 | HILLCREST WEST | 6801 MIDDLEBROOK<br>PIKE |
| 445466 | HILLCREST WEST | 6801 MIDDLEBROOK<br>PIKE |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37919 | (865) 588-7661 |
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| KNOXVILLE | TN | 37919 | (865) 588-7661 |
| KNOXVILLE | TN | 37919 | (865) 588-7661 |
| KNOXVILLE | TN | 37919 | (865) 588-7661 |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

02/23/2009

03/11/2009

02/23/2009

03/11/2009

02/23/2009

03/11/2009

04/21/2009

04/24/2009

08/12/2009

08/21/2009

08/12/2009

08/21/2009

08/12/2009

08/21/2009

08/12/2009

08/21/2009

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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| Health | Administration Deficiencies |
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| Health | Administration Deficiencies |
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| Health | Administration Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Resident Rights Deficiencies |
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| Health | Quality Care Deficiencies |
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| Health | Mistreatment Deficiencies |
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| Health | Resident Rights Deficiencies |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                                                                            |            |                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-------------------------------------------------|
| Give or get lab tests to meet the needs of residents.                                                                                                                                                                                                      | Widespread | Immediate jeopardy to resident health or safety |
| Keep accurate and appropriate medical records.                                                                                                                                                                                                             | Isolated   | Minimal harm or potential for actual harm       |
| Set up or keep a group of people to review and ensure quality.                                                                                                                                                                                             | Widespread | Immediate jeopardy to resident health or safety |
| Give each resident care and services to get or keep the highest quality of life possible.                                                                                                                                                                  | Isolated   | Minimal harm or potential for actual harm       |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated   | Minimal harm or potential for actual harm       |
| Give professional services that meet a professional standard of quality.                                                                                                                                                                                   | Isolated   | Minimal harm or potential for actual harm       |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.                                                                                                                                          | Isolated   | Minimal harm or potential for actual harm       |
| Tell each resident who can get Medicaid benefits about 1) which                                                                                                                                                                                            | Isolated   | Minimal harm or potential for actual harm       |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

445466

HILLCREST WEST

6801 MIDDLEBROOK  
PIKE

445466

HILLCREST WEST

6801 MIDDLEBROOK  
PIKE

445466

HILLCREST WEST

6801 MIDDLEBROOK  
PIKE

445466

HILLCREST WEST

6801 MIDDLEBROOK  
PIKE

445466

HILLCREST WEST

6801 MIDDLEBROOK  
PIKE

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37919 | (865) 588-7661 |
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| KNOXVILLE | TN | 37919 | (865) 588-7661 |
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| KNOXVILLE | TN | 37919 | (865) 588-7661 |
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| KNOXVILLE | TN | 37919 | (865) 588-7661 |
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| KNOXVILLE | TN | 37919 | (865) 588-7661 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

09/08/2009

09/21/2009

10/08/2009

10/20/2009

10/08/2009

10/20/2009

10/08/2009

10/20/2009

10/08/2009

10/20/2009



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Nutrition and Dietary Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.

Quickly give a resident's personal money to the heads of his or her estate after the resident's death.

Isolated

Minimal harm or potential for actual harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

Isolated

Minimal harm or potential for actual harm

Store, cook, and give out food in a safe and clean way.

Pattern

Minimal harm or potential for actual harm

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                             |                        |
|--------|---------------------------------------------|------------------------|
| 445472 | SHANNONDALE OF MARYVILLE HEALTH CARE CENTER | 803 SHANNONDALE WAY    |
| 445473 | JEFFERSON COUNTY NURSING HOME               | 914 INDUSTRIAL PARK RD |
| 445476 | HILLCREST HEALTHCARE SOUTH                  | 1758 HILLWOOD DRIVE    |
| 445476 | HILLCREST HEALTHCARE SOUTH                  | 1758 HILLWOOD DRIVE    |
| 445476 | HILLCREST HEALTHCARE SOUTH                  | 1758 HILLWOOD DRIVE    |
| 445476 | HILLCREST HEALTHCARE SOUTH                  | 1758 HILLWOOD DRIVE    |
| 445476 | HILLCREST HEALTHCARE SOUTH                  | 1758 HILLWOOD DRIVE    |
| 445476 | HILLCREST HEALTHCARE SOUTH                  | 1758 HILLWOOD DRIVE    |
| 445476 | HILLCREST HEALTHCARE SOUTH                  | 1758 HILLWOOD DRIVE    |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|           |    |       |                |
|-----------|----|-------|----------------|
| MARYVILLE | TN | 37803 | (865) 982-4599 |
| DANDRIDGE | TN | 37725 | (865) 397-3163 |
| KNOXVILLE | TN | 37920 | (865) 573-9621 |
| KNOXVILLE | TN | 37920 | (865) 573-9621 |
| KNOXVILLE | TN | 37920 | (865) 573-9621 |
| KNOXVILLE | TN | 37920 | (865) 573-9621 |
| KNOXVILLE | TN | 37920 | (865) 573-9621 |
| KNOXVILLE | TN | 37920 | (865) 573-9621 |
| KNOXVILLE | TN | 37920 | (865) 573-9621 |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

06/12/2008

06/25/2008

03/10/2011

03/21/2011

02/22/2008

03/07/2008

03/07/2008

04/01/2008

03/07/2008

04/01/2008

03/07/2008

04/01/2008

08/07/2008

09/01/2008

08/08/2008

09/15/2008

08/08/2008

09/15/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Mistreatment Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                   |          |                                           |
|-------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Provide services to meet the needs and preferences of each resident.                                              | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents.                                     | Isolated | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality.                                          | Isolated | Minimal harm or potential for actual harm |
| Protect residents from mistreatment, neglect, and/or theft of personal property.                                  | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents.                                     | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible.                         | Isolated | Minimal harm or potential for actual harm |
| Properly mark drugs and other similar products.                                                                   | Isolated | Minimal harm or potential for actual harm |
| Protect residents from mistreatment, neglect, and/or                                                              | Isolated | Minimal harm or potential for actual harm |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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|--------|----------------------------|------------------------------|
|        |                            | DRIVE                        |
| 445476 | HILLCREST HEALTHCARE SOUTH | 1758 HILLWOOD<br>DRIVE       |
| 445476 | HILLCREST HEALTHCARE SOUTH | 1758 HILLWOOD<br>DRIVE       |
| 445476 | HILLCREST HEALTHCARE SOUTH | 1758 HILLWOOD<br>DRIVE       |
| 445476 | HILLCREST HEALTHCARE SOUTH | 1758 HILLWOOD<br>DRIVE       |
| 445476 | HILLCREST HEALTHCARE SOUTH | 1758 HILLWOOD<br>DRIVE       |
| 445479 | LIFE CARE CENTER OF GRAY   | 791 OLD GRAY<br>STATION ROAD |
| 445479 | LIFE CARE CENTER OF GRAY   | 791 OLD GRAY<br>STATION ROAD |



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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| KNOXVILLE | TN | 37920 | (865) 573-9621 |
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| KNOXVILLE | TN | 37920 | (865) 573-9621 |
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| KNOXVILLE | TN | 37920 | (865) 573-9621 |
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| KNOXVILLE | TN | 37920 | (865) 573-9621 |
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| KNOXVILLE | TN | 37920 | (865) 573-9621 |
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|      |    |       |                |
|------|----|-------|----------------|
| GRAY | TN | 37615 | (423) 477-7146 |
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| GRAY | TN | 37615 | (423) 477-7146 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

08/08/2008

09/15/2008

08/08/2008

09/15/2008

08/13/2008

09/15/2008

10/28/2010

11/06/2010

10/28/2010

11/06/2010

01/29/2008

02/15/2008

01/29/2008

02/15/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Mistreatment Deficiencies

Health

Administration Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                 |          |                                           |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| mistreatment, neglect, and/or theft of personal property.                                                                                                                                       |          | harm                                      |
| 1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents. | Isolated | Minimal harm or potential for actual harm |
| Protect each resident from all abuse, physical punishment, and being separated from others.                                                                                                     | Isolated | Minimal harm or potential for actual harm |
| Give professional services that meet a professional standard of quality.                                                                                                                        | Pattern  | Minimal harm or potential for actual harm |
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.                                                                               | Isolated | Minimal harm or potential for actual harm |
| Keep accurate and appropriate medical records.                                                                                                                                                  | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents.                                                                                                                   | Isolated | Actual harm                               |
| Give or get special rehabilitation if in the patient's plan of care.                                                                                                                            | Isolated | Minimal harm or potential for actual harm |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                          |                              |
|--------|--------------------------|------------------------------|
| 445479 | LIFE CARE CENTER OF GRAY | 791 OLD GRAY<br>STATION ROAD |
| 445479 | LIFE CARE CENTER OF GRAY | 791 OLD GRAY<br>STATION ROAD |
| 445479 | LIFE CARE CENTER OF GRAY | 791 OLD GRAY<br>STATION ROAD |
| 445479 | LIFE CARE CENTER OF GRAY | 791 OLD GRAY<br>STATION ROAD |
| 445479 | LIFE CARE CENTER OF GRAY | 791 OLD GRAY<br>STATION ROAD |
| 445479 | LIFE CARE CENTER OF GRAY | 791 OLD GRAY<br>STATION ROAD |
| 445479 | LIFE CARE CENTER OF GRAY | 791 OLD GRAY<br>STATION ROAD |
| 445479 | LIFE CARE CENTER OF GRAY | 791 OLD GRAY<br>STATION ROAD |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|      |    |       |                |
|------|----|-------|----------------|
| GRAY | TN | 37615 | (423) 477-7146 |
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| GRAY | TN | 37615 | (423) 477-7146 |
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| GRAY | TN | 37615 | (423) 477-7146 |
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| GRAY | TN | 37615 | (423) 477-7146 |
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| GRAY | TN | 37615 | (423) 477-7146 |
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| GRAY | TN | 37615 | (423) 477-7146 |
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| GRAY | TN | 37615 | (423) 477-7146 |
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| GRAY | TN | 37615 | (423) 477-7146 |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

01/29/2008

02/15/2008

10/14/2008

11/28/2008

11/18/2008

11/28/2008

11/18/2008

11/28/2008

11/18/2008

11/28/2008

06/23/2009

07/31/2009

06/23/2009

07/31/2009

11/04/2009

11/20/2009

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                      |          |                                           |
|----------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Give professional services that meet a professional standard of quality.                                             | Isolated | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations.              | Isolated | Minimal harm or potential for actual harm |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Minimal harm or potential for actual harm |
| Provide written records when a resident is transferred or discharged.                                                | Isolated | Minimal harm or potential for actual harm |
| Make sure that the nursing home area is free of dangers that cause accidents.                                        | Isolated | Minimal harm or potential for actual harm |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.                      | Isolated | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations.              | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's                                                     | Isolated | Minimal harm or potential for actual harm |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

445479

LIFE CARE CENTER OF GRAY

791 OLD GRAY  
STATION ROAD

445479

LIFE CARE CENTER OF GRAY

791 OLD GRAY  
STATION ROAD

445479

LIFE CARE CENTER OF GRAY

791 OLD GRAY  
STATION ROAD

445482

THE VILLAGE AT GERMANTOWN

7930 WALKING HORSE  
CIRCLE

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|      |    |       |                |
|------|----|-------|----------------|
| GRAY | TN | 37615 | (423) 477-7146 |
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| GRAY | TN | 37615 | (423) 477-7146 |
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| GRAY | TN | 37615 | (423) 477-7146 |
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|------------|----|-------|----------------|
| GERMANTOWN | TN | 38138 | (901) 752-2580 |
|------------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

11/04/2009

11/20/2009

11/04/2009

11/20/2009

06/22/2010

06/28/2010

09/24/2009

10/24/2009

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.

Minimal harm or potential for actual harm

Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.

Isolated

Minimal harm or potential for actual harm

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Minimal harm or potential for actual harm

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment

Isolated

Minimal harm or potential for actual harm

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                          |                           |
|--------|------------------------------------------|---------------------------|
| 445482 | THE VILLAGE AT GERMANTOWN                | 7930 WALKING HORSE CIRCLE |
| 445484 | SENATOR BEN ATCHLEY STATE VETERANS' HOME | ONE VETERANS WAY          |
| 445484 | SENATOR BEN ATCHLEY STATE VETERANS' HOME | ONE VETERANS WAY          |
| 445486 | RIDGETOP HAVEN HEALTH CARE CENTER        | 2002 GREER ROAD           |
| 445486 | RIDGETOP HAVEN HEALTH CARE CENTER        | 2002 GREER ROAD           |
| 445486 | RIDGETOP HAVEN HEALTH CARE CENTER        | 2002 GREER ROAD           |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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|------------|----|-------|----------------|
| GERMANTOWN | TN | 38138 | (901) 752-2580 |
|------------|----|-------|----------------|

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|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37931 | (865) 862-8100 |
|-----------|----|-------|----------------|

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|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37931 | (865) 862-8100 |
|-----------|----|-------|----------------|

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|----------------|----|-------|----------------|
| GOODLETTSVILLE | TN | 37072 | (615) 859-5895 |
|----------------|----|-------|----------------|

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|----------------|----|-------|----------------|
| GOODLETTSVILLE | TN | 37072 | (615) 859-5895 |
|----------------|----|-------|----------------|

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|----------------|----|-------|----------------|
| GOODLETTSVILLE | TN | 37072 | (615) 859-5895 |
|----------------|----|-------|----------------|



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

09/24/2009

10/24/2009

02/19/2009

03/10/2009

02/19/2009

03/10/2009

02/08/2008

02/29/2008

02/08/2008

02/29/2008

02/08/2008

02/29/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                                                                                                                                                    |          |                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| significantly, or the resident must be transferred or discharged.                                                                                                                                                                                  |          |                                           |
| Keep accurate and appropriate medical records.                                                                                                                                                                                                     | Isolated | Minimal harm or potential for actual harm |
| 1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan. | Isolated | Minimal harm or potential for actual harm |
| Give each resident care and services to get or keep the highest quality of life possible.                                                                                                                                                          | Isolated | Minimal harm or potential for actual harm |
| Keep each resident's personal and medical records private and confidential.                                                                                                                                                                        | Isolated | Minimal harm or potential for actual harm |
| Make a complete assessment that covers all questions for areas that are listed in official regulations.                                                                                                                                            | Isolated | Minimal harm or potential for actual harm |
| Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person                                                                                                                         | Pattern  | Minimal harm or potential for actual harm |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                               |                        |
|--------|-----------------------------------------------|------------------------|
| 445486 | RIDGETOP HAVEN HEALTH CARE CENTER             | 2002 GREER ROAD        |
| 445486 | RIDGETOP HAVEN HEALTH CARE CENTER             | 2002 GREER ROAD        |
| 445486 | RIDGETOP HAVEN HEALTH CARE CENTER             | 2002 GREER ROAD        |
| 445486 | RIDGETOP HAVEN HEALTH CARE CENTER             | 2002 GREER ROAD        |
| 445487 | CHRISTIAN CARE CENTER OF JOHNSON<br>CITY, INC | 140 TECHNOLOGY<br>LANE |
| 445487 | CHRISTIAN CARE CENTER OF JOHNSON<br>CITY, INC | 140 TECHNOLOGY<br>LANE |
| 445487 | CHRISTIAN CARE CENTER OF JOHNSON<br>CITY, INC | 140 TECHNOLOGY<br>LANE |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                   |       |                |
|-------------------|-------|----------------|
| GOODLETTSVILLE TN | 37072 | (615) 859-5895 |
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| GOODLETTSVILLE TN | 37072 | (615) 859-5895 |
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| GOODLETTSVILLE TN | 37072 | (615) 859-5895 |
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| GOODLETTSVILLE TN | 37072 | (615) 859-5895 |
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| JOHNSON CITY TN | 37604 | (423) 434-2016 |
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| JOHNSON CITY TN | 37604 | (423) 434-2016 |
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|-----------------|-------|----------------|
| JOHNSON CITY TN | 37604 | (423) 434-2016 |
|-----------------|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

02/08/2008

02/29/2008

02/08/2008

02/29/2008

02/08/2008

02/29/2008

02/08/2008

02/29/2008

06/25/2008

08/01/2008

06/25/2008

08/01/2008

06/25/2008

08/01/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Health

Resident Assessment Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

completing them.

|                                                                          |         |                                           |
|--------------------------------------------------------------------------|---------|-------------------------------------------|
| Give professional services that meet a professional standard of quality. | Pattern | Minimal harm or potential for actual harm |
|--------------------------------------------------------------------------|---------|-------------------------------------------|

|                                                                                           |          |                                           |
|-------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Give each resident care and services to get or keep the highest quality of life possible. | Isolated | Minimal harm or potential for actual harm |
|-------------------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                                          |         |                                           |
|------------------------------------------------------------------------------------------|---------|-------------------------------------------|
| Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%. | Pattern | Minimal harm or potential for actual harm |
|------------------------------------------------------------------------------------------|---------|-------------------------------------------|

|                                                                                                                             |         |                                           |
|-----------------------------------------------------------------------------------------------------------------------------|---------|-------------------------------------------|
| Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly. | Pattern | Minimal harm or potential for actual harm |
|-----------------------------------------------------------------------------------------------------------------------------|---------|-------------------------------------------|

|                                                                                                         |          |                                           |
|---------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Minimal harm or potential for actual harm |
|---------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                                                                      |          |             |
|----------------------------------------------------------------------------------------------------------------------|----------|-------------|
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured. | Isolated | Actual harm |
|----------------------------------------------------------------------------------------------------------------------|----------|-------------|

|                                                                                            |          |                                           |
|--------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Make sure that each resident who enters the nursing home without a catheter is not given a | Isolated | Minimal harm or potential for actual harm |
|--------------------------------------------------------------------------------------------|----------|-------------------------------------------|



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                                            |                      |
|--------|--------------------------------------------|----------------------|
| 445487 | CHRISTIAN CARE CENTER OF JOHNSON CITY, INC | 140 TECHNOLOGY LANE  |
| 445487 | CHRISTIAN CARE CENTER OF JOHNSON CITY, INC | 140 TECHNOLOGY LANE  |
| 445487 | CHRISTIAN CARE CENTER OF JOHNSON CITY, INC | 140 TECHNOLOGY LANE  |
| 445487 | CHRISTIAN CARE CENTER OF JOHNSON CITY, INC | 140 TECHNOLOGY LANE  |
| 445487 | CHRISTIAN CARE CENTER OF JOHNSON CITY, INC | 140 TECHNOLOGY LANE  |
| 445487 | CHRISTIAN CARE CENTER OF JOHNSON CITY, INC | 140 TECHNOLOGY LANE  |
| 445487 | CHRISTIAN CARE CENTER OF JOHNSON CITY, INC | 140 TECHNOLOGY LANE  |
| 445494 | LIFE CARE CENTER OF RHEA COUNTY            | 7824 RHEA COUNTY HWY |
| 445498 | BRISTOL NURSING HOME                       | 261 NORTH STREET     |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

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|--------------|----|-------|----------------|
| JOHNSON CITY | TN | 37604 | (423) 434-2016 |
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| JOHNSON CITY | TN | 37604 | (423) 434-2016 |
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| JOHNSON CITY | TN | 37604 | (423) 434-2016 |
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| JOHNSON CITY | TN | 37604 | (423) 434-2016 |
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| JOHNSON CITY | TN | 37604 | (423) 434-2016 |
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| JOHNSON CITY | TN | 37604 | (423) 434-2016 |
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|--------------|----|-------|----------------|
| JOHNSON CITY | TN | 37604 | (423) 434-2016 |
|--------------|----|-------|----------------|

|        |    |       |                |
|--------|----|-------|----------------|
| DAYTON | TN | 37321 | (423) 775-1121 |
|--------|----|-------|----------------|

|         |    |       |                |
|---------|----|-------|----------------|
| BRISTOL | TN | 37625 | (423) 764-6151 |
|---------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

06/25/2008

08/01/2008

06/25/2008

08/01/2008

06/25/2008

08/01/2008

06/25/2008

08/01/2008

08/11/2008

08/15/2008

08/11/2008

09/24/2008

11/26/2008

12/06/2008

05/19/2010

05/20/2010

03/10/2011

03/25/2011

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Resident Rights Deficiencies

Health

Pharmacy Service Deficiencies

Health

Mistreatment Deficiencies

Health

Resident Rights Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

catheter, unless it is necessary.

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Actual harm

Make sure that nurse aides show they have the skills to be able to care for residents.

Isolated

Minimal harm or potential for actual harm

Keep accurate and appropriate medical records.

Isolated

Minimal harm or potential for actual harm

Keep each resident free from physical restraints, unless needed for medical treatment.

Isolated

Minimal harm or potential for actual harm

Keep safe, clean and homelike surroundings.

Isolated

Minimal harm or potential for actual harm

Protect the resident from a transfer or discharge that is not wanted or needed.

Isolated

Minimal harm or potential for actual harm

Make sure that residents are safe from serious medication errors.

Isolated

Minimal harm or potential for actual harm

Protect each resident from all abuse, physical punishment, and being separated from others.

Isolated

Immediate jeopardy to resident health or safety

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's

Isolated

Minimal harm or potential for actual harm

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|        |                          |                          |
|--------|--------------------------|--------------------------|
| 445498 | BRISTOL NURSING HOME     | 261 NORTH STREET         |
| 445498 | BRISTOL NURSING HOME     | 261 NORTH STREET         |
| 44A120 | JOHN M REED NURSING HOME | 124 JOHN REED<br>HOME RD |
| 44A120 | JOHN M REED NURSING HOME | 124 JOHN REED<br>HOME RD |
| 44A120 | JOHN M REED NURSING HOME | 124 JOHN REED<br>HOME RD |
| 44A120 | JOHN M REED NURSING HOME | 124 JOHN REED<br>HOME RD |
| 44A120 | JOHN M REED NURSING HOME | 124 JOHN REED<br>HOME RD |
| 44A120 | JOHN M REED NURSING HOME | 124 JOHN REED<br>HOME RD |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|         |    |       |                |
|---------|----|-------|----------------|
| BRISTOL | TN | 37625 | (423) 764-6151 |
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|         |    |       |                |
|---------|----|-------|----------------|
| BRISTOL | TN | 37625 | (423) 764-6151 |
|---------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| LIMESTONE | TN | 37681 | (423) 257-6122 |
|-----------|----|-------|----------------|

|           |    |       |                |
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| LIMESTONE | TN | 37681 | (423) 257-6122 |
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| LIMESTONE | TN | 37681 | (423) 257-6122 |
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| LIMESTONE | TN | 37681 | (423) 257-6122 |
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|-----------|----|-------|----------------|
| LIMESTONE | TN | 37681 | (423) 257-6122 |
|-----------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

03/10/2011

03/25/2011

03/10/2011

03/25/2011

06/11/2008

06/25/2008

06/11/2008

06/25/2008

09/18/2008

09/19/2008

02/11/2010

02/26/2010

02/11/2010

02/26/2010



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Rights Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

Health

Mistreatment Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.

|                                                    |          |                                           |
|----------------------------------------------------|----------|-------------------------------------------|
| Try to resolve each resident's complaints quickly. | Isolated | Minimal harm or potential for actual harm |
|----------------------------------------------------|----------|-------------------------------------------|

|                                                |          |                                           |
|------------------------------------------------|----------|-------------------------------------------|
| Keep accurate and appropriate medical records. | Isolated | Minimal harm or potential for actual harm |
|------------------------------------------------|----------|-------------------------------------------|

|                                                                                             |          |             |
|---------------------------------------------------------------------------------------------|----------|-------------|
| Protect each resident from all abuse, physical punishment, and being separated from others. | Isolated | Actual harm |
|---------------------------------------------------------------------------------------------|----------|-------------|

|                                                                                                                   |          |             |
|-------------------------------------------------------------------------------------------------------------------|----------|-------------|
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Actual harm |
|-------------------------------------------------------------------------------------------------------------------|----------|-------------|

|                                                                                                                   |          |                                           |
|-------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Isolated | Minimal harm or potential for actual harm |
|-------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------|

|                                                                                                                   |         |                                           |
|-------------------------------------------------------------------------------------------------------------------|---------|-------------------------------------------|
| Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property. | Pattern | Minimal harm or potential for actual harm |
|-------------------------------------------------------------------------------------------------------------------|---------|-------------------------------------------|

|                                                      |         |                                           |
|------------------------------------------------------|---------|-------------------------------------------|
| Protect residents from mistreatment, neglect, and/or | Pattern | Minimal harm or potential for actual harm |
|------------------------------------------------------|---------|-------------------------------------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

44A120

JOHN M REED NURSING HOME

124 JOHN REED  
HOME RD

44A120

JOHN M REED NURSING HOME

124 JOHN REED  
HOME RD

44A120

JOHN M REED NURSING HOME

124 JOHN REED  
HOME RD

44A120

JOHN M REED NURSING HOME

124 JOHN REED  
HOME RD

44A120

JOHN M REED NURSING HOME

124 JOHN REED  
HOME RD

4.40E+233

BLEDSON COUNTY NURSING HOME

107 WHEELERTOWN  
AVENUE

4.40E+233

BLEDSON COUNTY NURSING HOME

107 WHEELERTOWN

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|           |    |       |                |
|-----------|----|-------|----------------|
| LIMESTONE | TN | 37681 | (423) 257-6122 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| LIMESTONE | TN | 37681 | (423) 257-6122 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| LIMESTONE | TN | 37681 | (423) 257-6122 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| LIMESTONE | TN | 37681 | (423) 257-6122 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| LIMESTONE | TN | 37681 | (423) 257-6122 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| PIKEVILLE | TN | 37367 | (423) 447-6811 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| PIKEVILLE | TN | 37367 | (423) 447-6811 |
|-----------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

06/21/2010

07/06/2010

06/21/2010

07/06/2010

06/21/2010

07/06/2010

06/21/2010

07/06/2010

06/21/2010

07/09/2010

04/03/2008

07/10/2008

04/03/2008

07/10/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

theft of personal property.

|                                                                                                                                                                                                                                                            |            |                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-------------------------------------------------|
| Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.                                                                                                                | Isolated   | Minimal harm or potential for actual harm       |
| Give each resident care and services to get or keep the highest quality of life possible.                                                                                                                                                                  | Isolated   | Minimal harm or potential for actual harm       |
| Make sure that the nursing home area is free of dangers that cause accidents.                                                                                                                                                                              | Widespread | Immediate jeopardy to resident health or safety |
| Be administered in a way that leads to the highest possible level of well being for each resident.                                                                                                                                                         | Widespread | Immediate jeopardy to resident health or safety |
| Keep accurate and appropriate medical records.                                                                                                                                                                                                             | Isolated   | Minimal harm or potential for actual harm       |
| Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged. | Isolated   | Minimal harm or potential for actual harm       |
| Keep each resident's personal                                                                                                                                                                                                                              | Pattern    | Minimal harm or potential for actual            |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|           |                             |                        |
|-----------|-----------------------------|------------------------|
|           |                             | AVENUE                 |
| 4.40E+233 | BLEDSON COUNTY NURSING HOME | 107 WHEELERTOWN AVENUE |
| 4.40E+233 | BLEDSON COUNTY NURSING HOME | 107 WHEELERTOWN AVENUE |
| 4.40E+233 | BLEDSON COUNTY NURSING HOME | 107 WHEELERTOWN AVENUE |
| 4.40E+233 | BLEDSON COUNTY NURSING HOME | 107 WHEELERTOWN AVENUE |
| 4.40E+233 | BLEDSON COUNTY NURSING HOME | 107 WHEELERTOWN AVENUE |
| 4.40E+233 | BLEDSON COUNTY NURSING HOME | 107 WHEELERTOWN AVENUE |
| 4.40E+252 | SERENE MANOR MEDICAL CTR.   | 970 WRAY ST            |
| 4.40E+252 | SERENE MANOR MEDICAL CTR.   | 970 WRAY ST            |



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|           |    |       |                |
|-----------|----|-------|----------------|
| PIKEVILLE | TN | 37367 | (423) 447-6811 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| PIKEVILLE | TN | 37367 | (423) 447-6811 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| PIKEVILLE | TN | 37367 | (423) 447-6811 |
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|           |    |       |                |
|-----------|----|-------|----------------|
| PIKEVILLE | TN | 37367 | (423) 447-6811 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| PIKEVILLE | TN | 37367 | (423) 447-6811 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| PIKEVILLE | TN | 37367 | (423) 447-6811 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37917 | (865) 523-9171 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37917 | (865) 523-9171 |
|-----------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

04/03/2008

07/10/2008

04/03/2008

07/10/2008

04/03/2008

07/10/2008

04/03/2008

07/10/2008

04/03/2008

07/10/2008

09/07/2010

09/17/2010

01/31/2008

02/08/2008

05/21/2008

06/02/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                                              |          |                                                 |
|------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------|
| and medical records private and confidential.                                                                                |          | harm                                            |
| Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.         | Isolated | Actual harm                                     |
| Give professional services that meet a professional standard of quality.                                                     | Pattern  | Minimal harm or potential for actual harm       |
| Give each resident care and services to get or keep the highest quality of life possible.                                    | Isolated | Actual harm                                     |
| Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.                              | Isolated | Actual harm                                     |
| Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary. | Isolated | Minimal harm or potential for actual harm       |
| Give professional services that meet a professional standard of quality.                                                     | Isolated | Minimal harm or potential for actual harm       |
| Keep accurate and appropriate medical records.                                                                               | Isolated | Minimal harm or potential for actual harm       |
| Keep accurate and appropriate medical records.                                                                               | Isolated | Immediate jeopardy to resident health or safety |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|           |                           |             |
|-----------|---------------------------|-------------|
| 4.40E+252 | SERENE MANOR MEDICAL CTR. | 970 WRAY ST |
| 4.40E+252 | SERENE MANOR MEDICAL CTR. | 970 WRAY ST |
| 4.40E+252 | SERENE MANOR MEDICAL CTR. | 970 WRAY ST |
| 4.40E+252 | SERENE MANOR MEDICAL CTR. | 970 WRAY ST |
| 4.40E+252 | SERENE MANOR MEDICAL CTR. | 970 WRAY ST |
| 4.40E+252 | SERENE MANOR MEDICAL CTR. | 970 WRAY ST |
| 4.40E+252 | SERENE MANOR MEDICAL CTR. | 970 WRAY ST |
| 4.40E+252 | SERENE MANOR MEDICAL CTR. | 970 WRAY ST |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37917 | (865) 523-9171 |
| KNOXVILLE | TN | 37917 | (865) 523-9171 |
| KNOXVILLE | TN | 37917 | (865) 523-9171 |
| KNOXVILLE | TN | 37917 | (865) 523-9171 |
| KNOXVILLE | TN | 37917 | (865) 523-9171 |
| KNOXVILLE | TN | 37917 | (865) 523-9171 |
| KNOXVILLE | TN | 37917 | (865) 523-9171 |
| KNOXVILLE | TN | 37917 | (865) 523-9171 |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

05/21/2008

06/02/2008

05/21/2008

06/02/2008

05/21/2008

06/02/2008

05/21/2008

06/02/2008

05/21/2008

06/02/2008

05/21/2008

06/02/2008

05/21/2008

06/02/2008

05/21/2008

06/02/2008

05/21/2008

06/02/2008

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Pharmacy Service Deficiencies

Health

Administration Deficiencies

Health

Mistreatment Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies



# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|                                                                                                         |          |                                                 |
|---------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------|
| medical records.                                                                                        |          | safety                                          |
| Set up or keep a group of people to review and ensure quality.                                          | Isolated | Immediate jeopardy to resident health or safety |
| Make a complete assessment that covers all questions for areas that are listed in official regulations. | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that residents are safe from serious medication errors.                                       | Isolated | Immediate jeopardy to resident health or safety |
| Be administered in a way that leads to the highest possible level of well being for each resident.      | Isolated | Immediate jeopardy to resident health or safety |
| Protect residents from mistreatment, neglect, and/or theft of personal property.                        | Isolated | Immediate jeopardy to resident health or safety |
| Give professional services that meet a professional standard of quality.                                | Isolated | Immediate jeopardy to resident health or safety |
| Give each resident care and services to get or keep the highest quality of life possible.               | Isolated | Immediate jeopardy to resident health or safety |
| Make sure that the nursing home area is free of dangers that cause accidents.                           | Isolated | Actual harm                                     |
| Choose a doctor to be the medical director.                                                             | Isolated | Immediate jeopardy to resident health or safety |

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|           |                           |             |
|-----------|---------------------------|-------------|
| 4.40E+252 | SERENE MANOR MEDICAL CTR. | 970 WRAY ST |
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|           |                           |             |
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| 4.40E+252 | SERENE MANOR MEDICAL CTR. | 970 WRAY ST |
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| 4.40E+252 | SERENE MANOR MEDICAL CTR. | 970 WRAY ST |
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| 4.40E+252 | SERENE MANOR MEDICAL CTR. | 970 WRAY ST |
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# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37917 | (865) 523-9171 |
|-----------|----|-------|----------------|

|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37917 | (865) 523-9171 |
|-----------|----|-------|----------------|

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| KNOXVILLE | TN | 37917 | (865) 523-9171 |
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| KNOXVILLE | TN | 37917 | (865) 523-9171 |
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| KNOXVILLE | TN | 37917 | (865) 523-9171 |
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|           |    |       |                |
|-----------|----|-------|----------------|
| KNOXVILLE | TN | 37917 | (865) 523-9171 |
|-----------|----|-------|----------------|

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

08/06/2008

08/14/2008

01/25/2010

01/29/2010

01/25/2010

01/29/2010

01/25/2010

01/29/2010

01/25/2010

01/29/2010

01/25/2010

01/29/2010

01/25/2010

01/29/2010

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

Health

Resident Assessment Deficiencies

Health

Mistreatment Deficiencies

Health

Environmental Deficiencies

Health

Administration Deficiencies

Health

Resident Assessment Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

medical director.

Make a complete assessment that covers all questions for areas that are listed in official regulations.

Isolated

safety

Minimal harm or potential for actual harm

Protect residents from mistreatment, neglect, and/or theft of personal property.

Isolated

Immediate jeopardy to resident health or safety

Make sure that the nursing home area is free of dangers that cause accidents.

Isolated

Immediate jeopardy to resident health or safety

Be administered in a way that leads to the highest possible level of well being for each resident.

Widespread

Immediate jeopardy to resident health or safety

Make a complete assessment that covers all questions for areas that are listed in official regulations.

Pattern

Immediate jeopardy to resident health or safety

Set up or keep a group of people to review and ensure quality.

Widespread

Immediate jeopardy to resident health or safety

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment

Isolated

Immediate jeopardy to resident health or safety

# ccomplaints tn

Based on Nursing Home Compare - Complaint Deficiency

# ccomplaints tn

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# ccomplaints tn

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significantly, or the resident must  
be transferred or discharged.